CONTRACT
GS00Q09BGD0048

TASK ORDER
GST-0011-AJ0019

Mission Support IT Services

in support of:

United States Department of Agriculture (USDA)
Risk Management Agency (RMA)

issued to:
Science Applications International Corporation
10261 Campus Point Drive
San Diego, CA 92121-1152

issued by:
The Federal Systems Integration and Management Center (FEDSIM)
1800 F Street, NW
Suite 3100
Washington, DC 20405

Conformed TO as of: May 20, 2015

FEDSIM Project Number 10036AGM / AG00489

NOTE: Section B of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

B.1 GENERAL DESCRIPTION

The work shall be performed in accordance with all sections of this task order and the Offeror's Basic Contract, under which the resulting task order will be placed.

B.2 CONTRACT ACCESS FEE (CAF)

The amount of the CAF is ¾ %, i.e. (.0075) of the total price/cost of contractor performance. This task order contains a separate Contract Line Item Number (CLIN) to cover this access fee, and this CAF shall be obligated at task order award (and any subsequent funding modifications). The CAF will be capped at $100,000 per year.

B.3 ORDER TYPE

The contractor shall perform the effort required by this task order on a Cost Plus Award Fee (CPAF) basis for CLINs 0001, 1001, 2001, 3001, 4001; 0002, 1002, 2002, 3002, 4002; 0003, 1003, 2003, 3003, 4003; and a Not to Exceed (NTE) basis for CLINs 0004, 1004, 2004, 3004, 4004; 0005, 1005, 2005, 3005, 4005; 0006, 1006, 2006, 3006, 4006; and 0007, 1007, 2007, 3007, 4007.

B.4 SERVICES AND PRICES/COSTS

The following abbreviations are used in this price schedule:

CLIN: Contract Line Item Number
CPAF: Cost Plus Award Fee
NTE: Not To Exceed
ODC: Other Direct Cost

B.4.1 BASE PERIOD

LABOR CLINs

CLIN	Description	Estimated Cost		Award Fee		Total Estimated Cost Plus Award Fee
0001	General Labor (Tasks 1–8)	(b) (4) [redacted]		(b) (4) [redacted]		$ 9,427,338

CLIN	Description	Estimated Cost		Award Fee		Total Estimated Cost Plus Award Fee
0002	Business App. Maintenance Labor (Task 9)	(b) (4) [redacted]		(b) (4) [redacted]		$5,668,114

CLIN	Description	Estimated Cost		Award Fee		Total Estimated Cost Plus Award Fee
0003	Systems Development Labor (Task 10)	(b) (4) [redacted]		(b) (4) [redacted]		$ 7,831,538

TRAVEL, TOOLS and ODCs CLINs

CLIN	Description		Total Ceiling Price
0004	Travel Including Indirect Handling Rate (b) (4) [redacted]	NTE	$ 65,000.00
0005	Tools Including Indirect Handling Rate (b) (4) [redacted]	NTE	$ 4,000,000.00
0006	ODCs Including Indirect Handling Rate (b) (4) [redacted]	NTE	$ 5,000,000.00
0007	Contract Access Fee	NTE	$ 100,000.00

GRAND TOTAL BASE PERIOD CLINS: $32,091,810

B.4.2 FIRST OPTION PERIOD

LABOR CLINs

CLIN	Description	Estimated Cost	Award Fee	Total Estimated Cost Plus Award Fee
1001	General Labor (Tasks 1–8)	(b) (4)	(b) (4)	$13,113,262

CLIN	Description	Estimated Cost	Award Fee	Total Estimated Cost Plus Award Fee
1002	Business App. Maintenance Labor (Task 9)	(b) (4)	(b) (4)	$ 8,722,199

CLIN	Description	Estimated Cost	Award Fee	Total Estimated Cost Plus Award Fee
1003	Systems Development Labor (Task 10)	(b) (4)	(b) (4)	$ 15,901,927

TRAVEL, TOOLS and ODCs CLINs

CLIN	Description		Total Ceiling Price
1004	Travel Including Indirect Handling Rate (b) (4)	NTE	$ 65,000.00
1005	Tools Including Indirect Handling Rate (b) (4)	NTE	$ 4,000,000.00
1006	ODCs Including Indirect Handling Rate (b) (4)	NTE	$ 5,000,000.00
1007	Contract Access Fee	NTE	$ 100,000.00

GRAND TOTAL FIRST OPTION PERIOD CLINS: $ 46,902,388

B.4.3 SECOND OPTION PERIOD

LABOR CLINs

CLIN	Description	Estimated Cost		Award Fee		Total Estimated Cost Plus Award Fee
2001	General Labor (Tasks 1–8)					$14,198,037

CLIN	Description	Estimated Cost		Award Fee		Total Estimated Cost Plus Award Fee
2002	Business App. Maintenance Labor (Task 9)	(b) (4)		(b) (4)		$7,965,425

CLIN	Description	Estimated Cost		Award Fee		Total Estimated Cost Plus Award Fee
2003	Systems Development Labor (Task 10)	(b) (4)		(b) (4)		$12,778,965

TRAVEL, TOOLS and ODCs CLINs

CLIN	Description		Total Ceiling Price
2004	Travel Including Indirect Handling Rate (b) (4)	NTE	$ 65,000.00
2005	Tools Including Indirect Handling Rate (b) (4)	NTE	$ 4,000,000.00
2006	ODCs Including Indirect Handling Rate (b) (4)	NTE	$ 5,000,000.00
2007	Contract Access Fee	NTE	$ 100,000.00

GRAND TOTAL SECOND OPTION PERIOD CLINS: $44,107,427

B.4.4 THIRD OPTION PERIOD

LABOR CLINs

CLIN	Description	Estimated Cost		Award Fee		Total Estimated Cost Plus Award Fee
3001	General Labor (Tasks 1–8)	(b) (4)		(b) (4)		$14,518,830

CLIN	Description	Estimated Cost		Award Fee		Total Estimated Cost Plus Award Fee
3002	Business App. Maintenance Labor (Task 9)	(b) (4)		(b) (4)		$5,744,141

CLIN	Description	Estimated Cost		Award Fee		Total Estimated Cost Plus Award Fee
3003	Systems Development Labor (Task 10)	(b) (4)		(b) (4)		$13,149,941

TRAVEL, TOOLS and ODCs CLINs

CLIN	Description		Total Ceiling Price
3004	Travel Including Indirect Handling Rate (b) (4)	NTE	$ 65,000.00
3005	Tools Including Indirect Handling Rate (b) (4)	NTE	$ 4,000,000.00
3006	ODCs Including Indirect Handling Rate (b) (4)	NTE	$ 5,000,000.00
3007	Contract Access Fee	NTE	$ 100,000.00

GRAND TOTAL THIRD OPTION PERIOD CLINS: $42,577,911

B.4.5 FOURTH OPTION PERIOD

LABOR CLINs

CLIN	Description	Estimated Cost		Award Fee		Total Estimated Cost Plus Award Fee
4001	General Labor (Tasks 1–8)	(b) (4)		(b) (4)		$14,523,248

CLIN	Description	Estimated Cost		Award Fee		Total Estimated Cost Plus Award Fee
4002	Business App. Maintenance Labor (Task 9)	(b) (4)		(b) (4)		$5,126,000

CLIN	Description	Estimated Cost		Award Fee		Total Estimated Cost Plus Award Fee
4003	Systems Development Labor (Task 10)	(b) (4)		(b) (4)		$13,535,522

TRAVEL, TOOLS and ODCs CLINs

CLIN	Description		Total Ceiling Price
4004	Travel Including Indirect Handling Rate (b) (4)	NTE	$ 65,000.00
4005	Tools Including Indirect Handling Rate (b) (4)	NTE	$ 4,000,000.00
4006	ODCs Including Indirect Handling Rate (b) (4)	NTE	$ 5,000,000.00
4007	Contract Access Fee	NTE	$ 100,000.00

GRAND TOTAL FOURTH OPTION PERIOD CLINS: $42,349,770

GRAND TOTAL ALL CLINS: $208,029,306

B.5 INDIRECT/MATERIAL HANDLING RATE

Travel, Tools, and ODC costs incurred may be burdened with the contractor's indirect/material handling rate if one is entered in the contractor's basic contract (contractor to enter amount, but not to exceed the ceiling rate of the basic contract) **and** such indirect/material handling rate is not included in the fully burdened labor rate. **If no indirect/material handling rate is specified in the basic contract, no indirect/material handling rate shall be applied to or reimbursed on such costs in this task order.**

B.6 INCREMENTAL FUNDING

B.6.1 INCREMENTAL FUNDING LIMITATION OF GOVERNMENT'S OBLIGATION

Incremental funding for CLINs 0001 through 3007 is currently allotted and available for payment by the Government. Additional incremental funding for these CLINs will be allotted and available for payment by the Government as the funds become available. The estimated period of performance covered by the allotments for the mandatory CLINs is from award through May 31, 2015 unless otherwise noted in Section B.4. The task order will be modified to add funds incrementally up to the maximum of $**208,029,306** over the performance period of this TO. These allotments constitute the estimated cost for the purpose of FAR Clause 52.232-22, Limitation of Funds, which applies to this task order on a CLIN-by-CLIN basis.

B.6.2 INCREMENTAL FUNDING CHART

CLIN		ESTIMATED COST	ESTIMATED BASE FEE	ESTIMATED AWARD FEE	TOTAL ESTIMATED	FUNDED COST	FUNDED BASE FEE	FUNDED AWARD FEE	TOTAL FUNDED
0001	General Labor Tasks 1-8	(b) (4)	$ -	(b) (4)	$ 9,427,338	(b) (4)	$ -	(b) (4)	$ 9,168,336
0002	Business App Maint Labor Task 9		$ -		$ 5,667,934		$ -		$ 5,546,076
0003	Syst Devel Labor Task 10		$ -		$ 7,831,539		$ -		$ 7,470,702
0004	TRAVEL				$ 65,000				$ 16,965
0005	TOOLS				$ 4,000,000				$ 2,937,215
0006	ODCs				$ 5,000,000				$ 1,538,869
0007	CAF				$ 100,000				$ 100,000
SUB			**$ -**		**$ 32,091,811**		**$ -**		**$ 26,778,164**
1001	General Labor Tasks 1-8		$ -		$ 13,113,262		$ -		$ 11,779,858
1002	Business App Maint Labor Task 9		$ -		$ 8,722,199		$ -		$ 6,514,247
1003	Syst Devel Labor Task 10		$ -		$ 15,901,926		$ -		$ 12,399,218
1004	TRAVEL				$ 65,000				$ 50,486
1005	TOOLS				$ 4,000,000				$ 1,239,385
1006	ODCs				$ 5,000,000				$ 1,792,236
1007	CAF				$ 100,000				$ 100,000
SUB			**$ -**		**$ 46,902,387**		**$ -**		**$ 33,875,430**
2001	General Labor Tasks 1-8		$ -		$ 14,198,037		$ -		$ 9,487,490
2002	Business App Maint Labor Task 9		$ -		$ 7,965,425		$ -		$ 6,636,402
2003	Syst Devel Labor Task 10		$ -		$ 12,778,965		$ -		$ 7,833,432
2004	TRAVEL				$ 65,000				$ 29,578
2005	TOOLS				$ 4,000,000				$ 461,740
2006	ODCs				$ 5,000,000				$ 2,271,650
2007	CAF				$ 100,000				$ 100,000
SUB			**$ -**		**$ 44,107,427**		**$ -**		**$ 26,820,292**
3001	General Labor Tasks 1-8		$ -		$ 14,518,830		$ -		$ 11,028,000
3002	Business App Maint Labor Task 9		$ -		$ 5,744,140		$ -		$ 5,744,141
3003	Syst Devel Labor Task 10		$ -		$ 13,149,941		$ -		$ 12,440,397
3004	TRAVEL				$ 65,000				$ 65,000
3005	TOOLS				$ 4,000,000				$ 1,109,198
3006	ODCs				$ 5,000,000				$ 2,633,484
3007	CAF				$ 100,000				$ 100,000
SUB			$ -		$ 42,577,911		$ -		$ 33,120,219
4001	General Labor Tasks 1-8		$ -		$ 14,523,248		$ -		$ 6,596,606
4002	Business App Maint Labor Task 9		$ -		$ 5,126,000		$ -		$ 5,126,000
4003	Syst Devel Labor Task 10		$ -		$ 13,535,522		$ -		$ 7,674,695
4004	TRAVEL				$ 65,000				$ 50,000
4005	TOOLS				$ 4,000,000				$ 812,938
4006	ODCs				$ 5,000,000				$ 951,469
4007	CAF				$ 100,000				$ 100,000
SUB			$ -		$ 42,349,770		$ -		$ 21,311,708
TOTAL			$ -		$ 208,029,306		$ -		$ 141,905,812

TOTAL FEE	(b) (4)
AWARD FEE	
BASE FEE	

B.7 AWARD FEE CALCULATION TABLE

Award Fee					
Year	Period	Months Covered	Available Award Fee Pool	Earned Fee	Unearned Fee
Base Period	1	6	(b) (4)	(b) (4)	(b) (4)
Base Period	2	6	(b) (4)	(b) (4)	(b) (4)
Option Year 1	3	6			
Option Year 1	4	6			
Option Year 2	5	6			
Option Year 2	6	6			
Option Year 3	7	6			
Option Year 3	8	6			
Option Year 4	9	6			
Option Year 4	10	6			

The maximum award fee pool for each rating period shall be:
[The total incurred cost for the period X the maximum award fee percentage (in this case 10%).]

The maximum award fee amount for the task order will be established at task order award.

NOTE: Section C of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

C.1 PURPOSE

The purpose of this acquisition is to procure Information Technology (IT) services to support the mission of the Risk Management Agency (RMA), an agency of the United States Department of Agriculture (USDA). RMA requires the full range of IT services in order to develop and deliver new crop insurance products, support high employee productivity, develop and maintain new IT systems, and design, deploy, and maintain the underlying infrastructure for aforementioned activities. The IT services required are those consistent with the mission of the Office of Chief Information Officer, RMA; they include:

- Enterprise architecture support
- Capital planning support
- IT project management support
- IT security support
- Configuration and change management support
- End-User Support Services (EUSS)
- Infrastructure Management
    - Systems administration (hardware and Commercial-Off-the-Shelf (COTS) software for end-user equipment, local area network, wide area network, hosting servers, database systems administration)
    - Data center management (primary and secondary sites)
    - IT asset procurement and management
- Maintenance of COTS and developed applications, to include reconfiguration and minor changes arising from environment or program changes
- System development projects (formulating, planning, and implementing integrated solutions of hardware, software, databases, procedures, documentation and training)
- Program and Portfolio Management support

The Contractor shall assist RMA in transforming the crop insurance program into a broad-based safety net for producers to assure that American agriculture remains solid, solvent, and globally competitive.

C.2 BACKGROUND

This section provides background information regarding RMA's mission, organization, and current IT support. It is intended to acquaint the reader with RMA. It is not intended to be prescriptive as to service approaches or solutions.

C.2.1 AGENCY MISSION

RMA's mission is to promote, support, and regulate sound risk management solutions to preserve and strengthen the economic stability of America's agricultural producers. As a part of this

mission, RMA operates and manages the Federal Crop Insurance Corporation (FCIC). The RMA Administrator serves as the manager of the FCIC Board of Directors. RMA, through FCIC, provides crop insurance to American producers. RMA helps producers manage their business risks with effective, market-based risk management products through a network of public and private sector partners. Specifically, seventeen private-sector insurance companies sell and service the policies; the number of companies may vary throughout the period of the task order based on annual approval of approved insurance providers in accordance with the Standard Reinsurance Agreement (SRA). FCIC enters into a financial arrangement with these private companies (approved insurance providers – AIPs) for sales, service, and loss adjustment. RMA develops, maintains, or approves premium rates, premium and expense subsidies, insurance policies and procedures, and reinsures the AIPs. In addition, RMA sponsors educational and outreach programs and seminars on the general topic of risk management. RMA also ensures program compliance and provides controls to eliminate waste, fraud, and abuses.

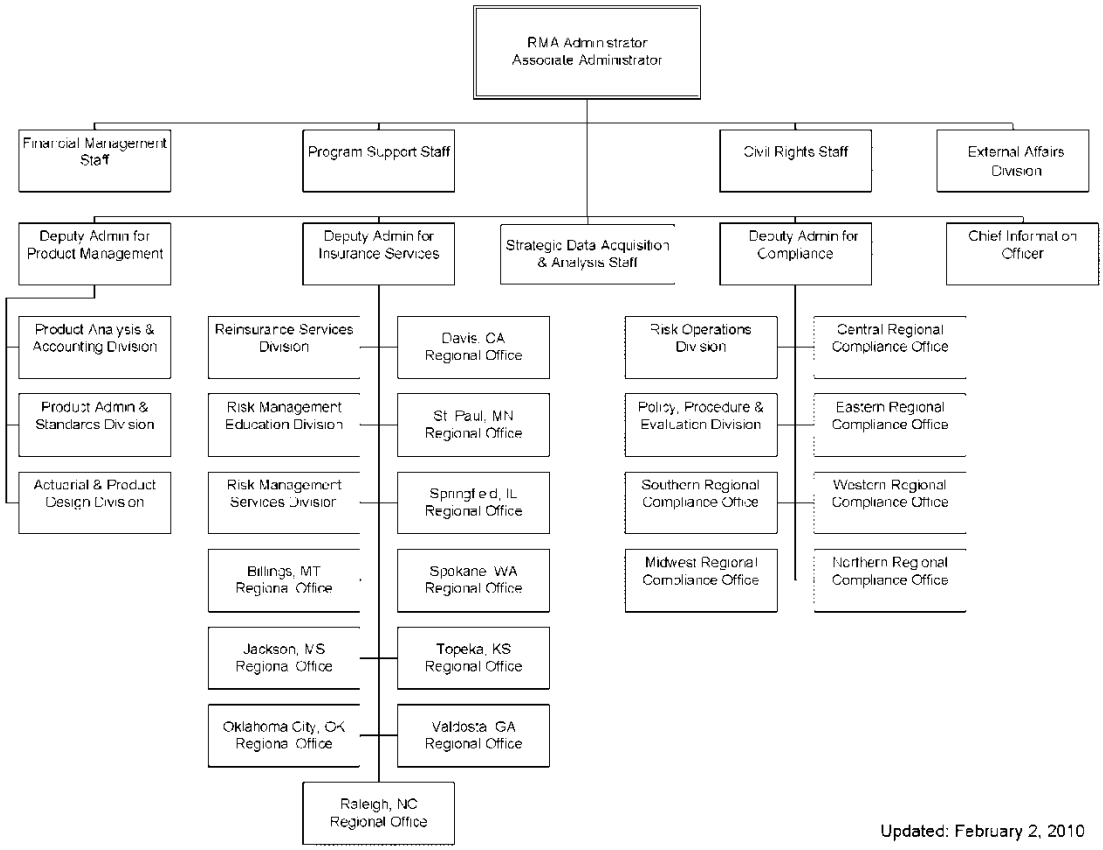
RMA employs approximately 500 people in offices around the country. RMA's fiscal year 2009 administrative budget was $77 million. In crop year 2009, RMA managed nearly $80 billion worth of insurance liability (see table).

Crop Year 2009 Program Size	
Number of Policies	1.17 million
Premium Volume	8.94 billion
Crop Value Insured	79.6 billion
Acres Insured	265 million

The Agency has four major elements: Office of the Administrator, the Deputiates for Insurance Services, Product Management, and Risk Compliance:

- The headquarters of RMA is in the USDA South Building in Washington DC (1400 Independence Ave, SW, Washington DC 20250-0122). Within this office are the Office of the Administrator, which includes the Administrator, Associate Administrators, the Directorate of External Affairs, the Directorate of Civil Rights, and Outreach, the Directorate of Program Support, the Chief Information Officer, the Chief Financial Officer, the Secretary to the FCIC Board of Directors, the Deputy Administrator for Insurance Service and immediate staff, and the Deputy Administrator for Risk Compliance and immediate staff.
- Insurance Services (IS) is responsible for program delivery (for example, managing contracts with the companies that sell and service policies), and local program administration and support. IS has 10 regional offices dispersed around the country.
- Product Management is responsible for overseeing product development. Product Management is located in the Beacon Building in Kansas City, Missouri (6501 Beacon Street Kansas City MO 64133).
- Risk Compliance (RC) monitors compliance with program provisions by both producers and the AIPs that sell and service policies. RC has ten regional office dispersed around the country.

RMA Organization Chart



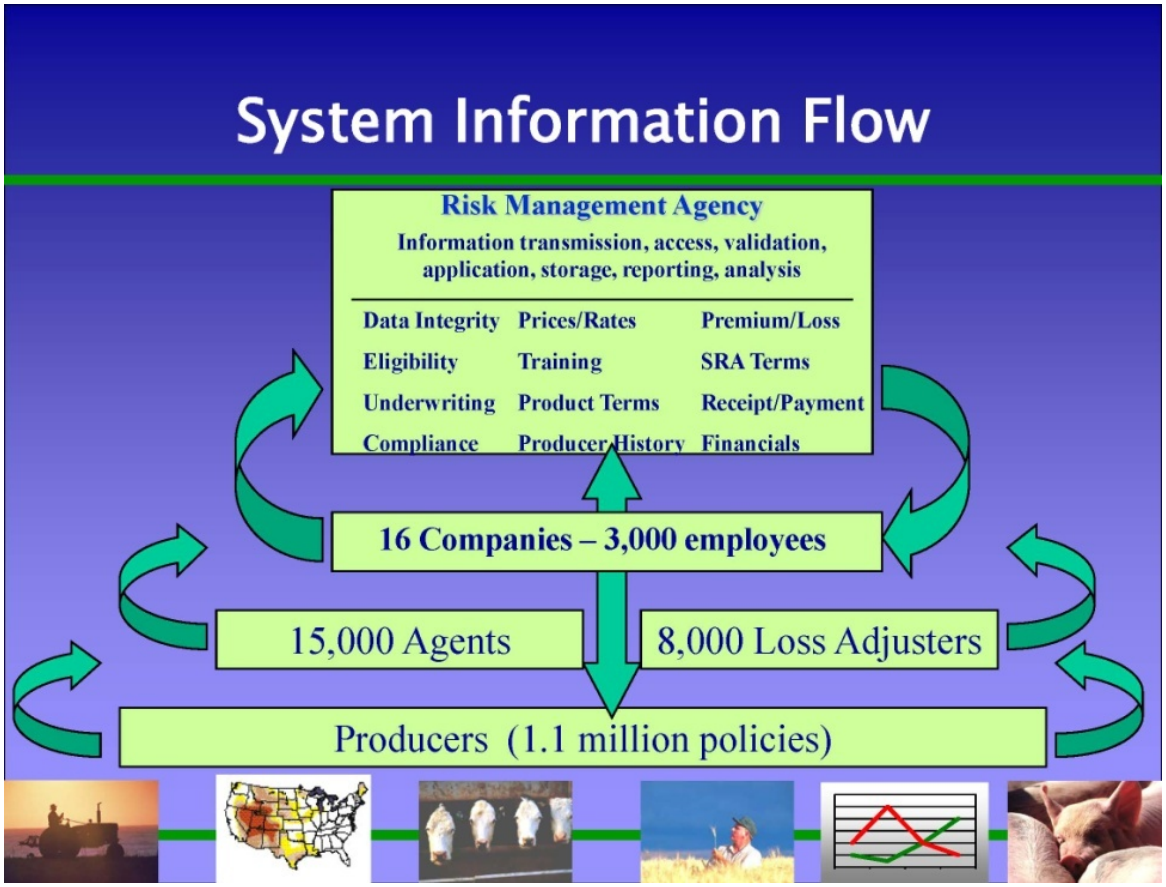
Additional information is available on RMA's main Web site (www.rma.usda.gov), including agency news, State profiles and other publications, summaries of insurance sales, information on pilot programs, downloadable crop policies, and agency sponsored events. The site also features online tools and applications available to the public, such as Actuarial Information, Agent Locator, Premium Calculators and Cost Estimators, and Summaries of Business.

In addition, the RMA Strategic Plan is available as follows:

2005-2010: http://www.ocfo.usda.gov/usdasp/sp2010/sp2010.pdf

2006-2011: http://www.rma.usda.gov/aboutrma/what/2006-11strategicplan.pdf

High Level Process Chart



C.2.2 CIO VISION

The RMA CIO provides innovative, integrated IT solutions to support RMA's mission. These solutions utilize COTS platforms to the greatest possible extent, to minimize the need for application coding, maximize performance and flexibility, and lower maintenance cost.

RMA's IT planning, budgeting, and support are centralized under the CIO, who reports to the agency head. The RMA CIO has instituted various controls, to include:

- Creating enterprise IT policies and procedures and enforcing these via designated monitors;
- Maintaining separation of duties, strict internal controls, audit trails, documentation requirements;
- Enforcing controls so only approved hardware and software are added into the IT inventory and environments;
- Formalizing Change Control Boards (CCBs) and utilizing Change Management (CM) procedures and software;
- Enforcing use of standardized COTS platforms, development tools, utilities, and coding languages;

- Using industry standards and best practices; and
- Conducting centralized IT project management.

The work of RMA is important to the nation's stability and prosperity. The services provided by this task order shall support and enhance RMA's efforts. The contractor shall partner with the RMA OCIO to assist at all levels. The task order requires strategic elements (architecture, planning, securing, management), operational elements (End-User services, systems administration, configuration management), and variable tactical elements (systems development). The task order vision and requirements necessitate a steady, yet small number of maintenance level developers; however, RMA's expectation is that most development projects initiated under the task order can be accomplished through temporary engagements with primary vendor partners such as Microsoft Platinum/Gold Partners that possess immediate expertise in RMA platforms (SharePoint, CRM, Exchange, SQL, IIS, etc.). Current and future systems reengineering efforts will provide opportunities for further integration, streamlining, and standardization.

RMA's concept of operations is simple:

- Build and maintain the enterprise architecture (EA) and strategic plan.
- Continuously analyze the EA to identify new requirements and plans in accordance with management priorities.
- Use these plans to develop projects within the investment portfolio.
- Seek approval and funding support through the federal CPIC process.
- Execute projects to implement improvements and mandated changes.
- Control and maintain the IT environment for optimal operations.
- Support the End-Users through training and assistance on how to use the technology effectively.

The contractor shall support and promulgate this vision at all times.

C.2.3 CURRENT ENVIRONMENT

C.2.3.1 ENTERPRISE ARCHITECTURE

RMA conducts an Enterprise Architecture (EA) Program under the direction of the RMA Chief Enterprise Architect, who provides overall guidance on the development of enterprise performance, business, information, and technical architectures.

The mission of RMA's Enterprise Architecture Program is to develop and maintain an agency-wide architecture and standards aligned with the agency program and business goals that enables enterprise-wide application, technology and data integration.

The role of the RMA Enterprise Architecture Program is to establish a cohesive and consistent view of the future in terms of the business processes, information, and the technology required to implement it. The RMA's EA is to be consistent with government and industry best practices for

EA and fully aligned with the CIO Council's Federal Enterprise Architecture Framework (FEAF) and OMB's EA reference models.

The RMA EA contains:

- Business Strategy, Business Drivers, Architectural principles, Security, etc. (see Exhibit 1-2);
- The current state architecture or baseline inventory of "as is" business functions and processes, systems, applications, databases, organizational units, investments and technical infrastructure;
- A target architecture (consisting of business, data, applications, and technology layers);
- EA tool and repository; RMA uses MEGA as its enterprise modeling tool suite and repository. The repository captures business and architecture knowledge. MEGA supports multiple frameworks including the FEA Reference Models, TOGAF, DODAF and Zachman. Modules licensed are MEGA Process, MEGA Architecture, MEGA Design, and MEGA Repository; and
- An EA Transition Plan that lays out the activities and investments necessary to achieve the target architecture.

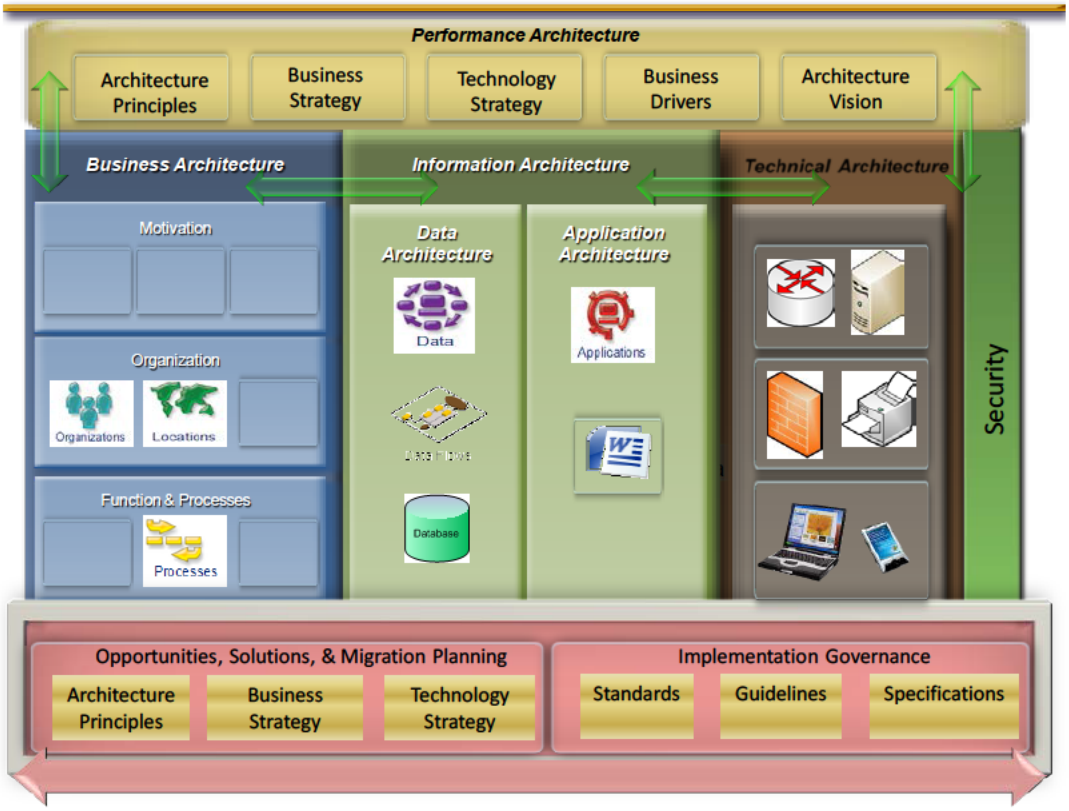
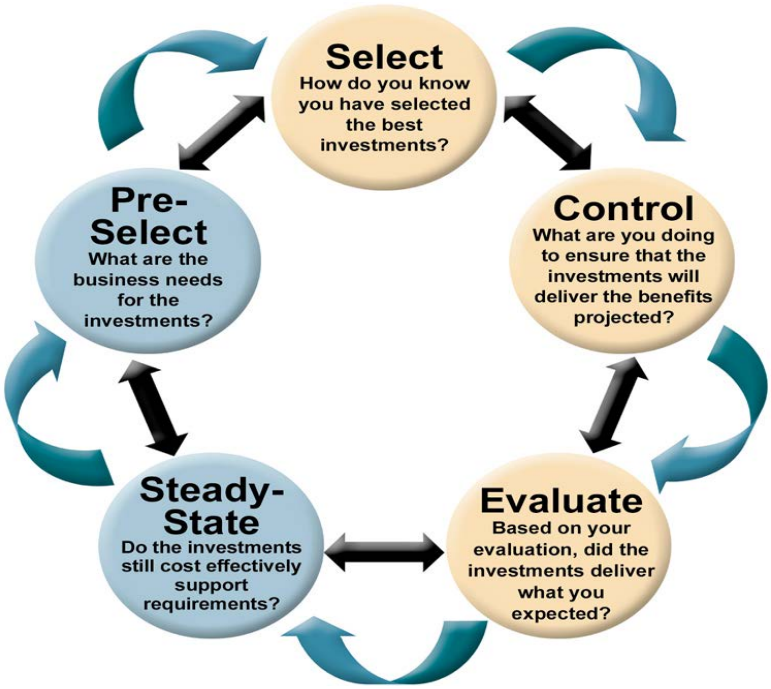


EXHIBIT 1-2 – RMA EA FRAMEWORK

C.2.3.2 CAPITAL PLANNING AND INVESTMENT CONTROL (CPIC)

C.2.3.2.1 CPIC PROCESS

Capital Planning and Investment Control (CPIC) is the federal government's process for (1) making decisions about which initiatives and systems USDA should invest in; (2) creating and analyzing the associated rationale for these investments, and; (3) funding these investments and projects. CPIC follows an investment lifecycle that is not unlike a system's lifecycle from initial proposal through retirement:

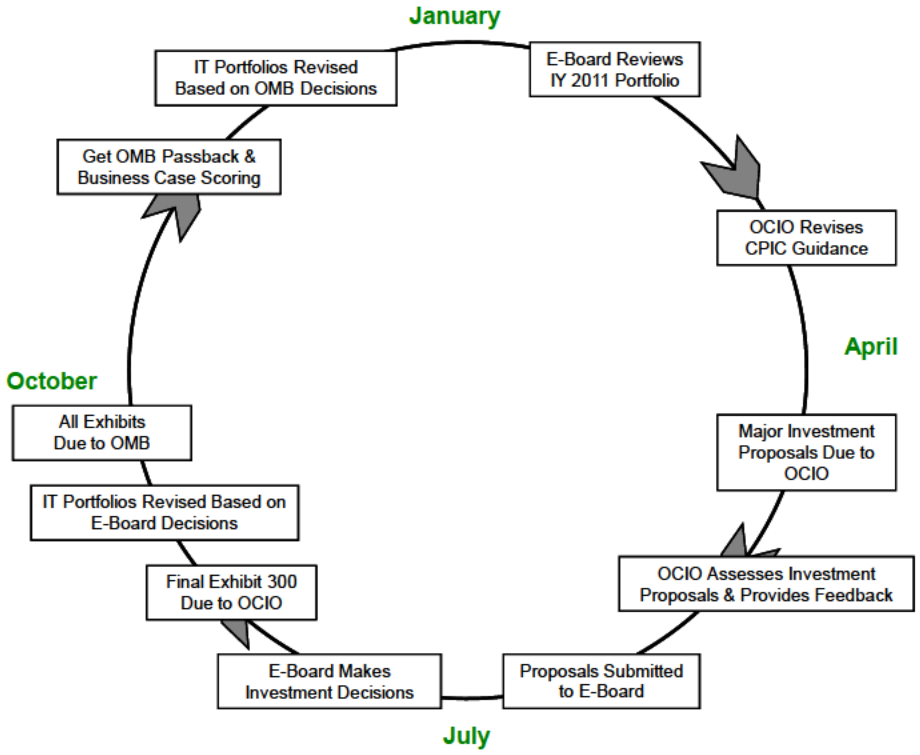


RMA has a variety of investments at different stages in the CPIC lifecycle. The Agency must ensure that RMA's IT investments are well thought out, cost-effective, and support the mission and business goals of the organization. The status of all investments and projects are reported to OCIO and OMB at monthly, quarterly, and yearly intervals. Reporting includes underlying artifacts across the technology spectrum (telecommunications, security, strategic planning, enterprise architecture, etc.). CPIC includes formulation, justification, and tracking of the IT budget for each investment over the three year budget cycle (past year, current year, and future year).

Each investment and its underlying budget must be approved annually by USDA OCIO and OMB to continue operation. All USDA agencies enter their CPIC data and load their supporting

artifacts into USDA/OMB systems. OCIO/OMB confirms the accuracy of agency reporting by comparing Agency submissions across USDA databases.

Capital Planning is one of the process areas scored within the USDA scorecard and OMB Data Dashboard. Failure to report information timely, accurately, or completely can result in yellow or red scores and affect budget allocations. Inadequate scores can also place Agency investments on a WatchList creating an extra workload for the Agency. The contractor shall support RMA at many junctures in the Capital Planning cycle to assure continuity of the Agency's IT program.



YEARLY OCIO CPIC CYCLE

C.2.3.2.2 RMA IT INVESTMENTS

RMA currently operates approximately eleven business applications and several interfaces under six investments. The investments are organized according to RMA lines of business:

Investment 1 Financial Management Systems (FMS)
Investment 2 Corporate Insurance Information Systems (CIIS)
Investment 4 Infrastructure Modernization, Support, and Training (IMST)
Investment 7 Strategic Data Analysis (SDA)
Investment 13 Emerging Information Technology Architecture (EITA)
Investment 17 Comprehensive Management Information Management System (CIMS)

Investments 1 and 2 contain legacy applications developed in the mid 1990s, which are currently at the end of their lifecycle; these applications are in various stages of re-engineering. Under agreements with private industry insurance partners, RMA processes each re-insurance year of data separately. Up to five re-insurance years run concurrently. Due to this multi-year processing, legacy systems under Investment 1 and 2 will continue to run concurrent with reengineered applications for a period of time. Therefore, maintenance and operations of these systems will continue through FY 2013. Completion of the re-engineering efforts is occurring under Investment 13.

Investment 7 is being executed under a research agreement with the Center for Agricultural Excellence (CAE) at Tarleton State University in Stephenville, Texas. CAE manages a data warehouse and conducts data mining activities using RMA business data that is extracted and provided monthly. CAE supplies application and infrastructure support; however, some infrastructure support, security, and a segment of business interfaces are expected to be maintained and enhanced under this acquisition.

Investments 4 and 13 are the most dynamic investments. Under Investment 4, RMA manages End-User services, infrastructure systems administration, and asset procurement and management. Under Investment 13, RMA is completing the on-going Information Technology Modernization (ITM) efforts. The current re-engineering efforts have been underway since January 2009. The initial operating capability (IOC) was deployed as Phase I in the first half of FY 2010, providing the core databases and business applications. Phase II will continue to modernize the business application inventory, via the current task order (described below in Contractual History). RMA has funded several extensive rounds of requirements gathering and owns all related documentation, diagrams, data flows, and process diagrams. RMA also controls access to the Government subject matter experts (SMEs) involved with this effort. RMA intends to execute further development and implementation of the re-engineering effort under Phase III of the ITM Project this new task order. Phase II will primarily focus on accounting applications.

Investment 17 is being executed in conjunction with RMA's sister agency, Farm Service Agency (FSA) and Tarleton State University, respectively using a Memorandum of Understanding and Research Agreement. Tarleton utilizes a private contractor, QinetiQ North America to provide its IT support for this investment. As with Investment 7, most work related to the core CIMS application is handled under the agreement; however, security, infrastructure support, and some business interfaces with RMA and FSA systems are expected to be performed under this acquisition.

C.2.3.3 PROJECT MANAGEMENT

The CIO's IT Project Management Office (PMO) is responsible for maintaining the register of approved projects across all investments. This includes standard project templates and artifact formats, and Project Management reporting to the USDA. Under the USDA's CPIC process, all DM&E (development, modernization, and enhancement) IT activity must be tracked and reported to the Department via project management tools that contain an earned value

management system (EVMS). Under this task order, the contractor shall utilize RMA's project management tools to create and report on DM&E projects.

Specifically, RMA uses Microsoft Project for Enterprise Project Management (EPM). RMA and contractor Project Managers use the MS Project client connected to the Project Server to manage their projects. Project Members use Project Web Access to collaborate through Windows Shared Services, and to submit updates to the Project Manager. Project data, including EVM metrics, are reported to the USDA portfolio management system, eCPIC as well as the OCIO ITM SharePoint site.

There are many Federal Government mandates, which define the manner in which information technology project management will be conducted. Some statutes and guidance include:

- Clinger-Cohen Act (CCA)
- Government Performance and Results Act (GPRA)
- Federal Records Act
- Federal Acquisition Streamlining Act (FASA)
- Chief Financial Officers (CFO) Act
- Government Paperwork Elimination Act (GPEA)
- Rehabilitation Act (Section 508)
- Federal Acquisition Regulations Part 7 (Acquisition Planning)
- Part 12 of the FAR, Acquisition of Commercial Items
- OMB Circulars:
  - Circular A-11 Part 2, Strategic Plans and Annual Performance Plan
  - Circular A-11 Part 3, Capital Assets
  - Circular A-11 Part 3, Supplement, Capital Programming Guide
  - Circular A-94, Benefit-Cost Analysis
  - Circular A-109, Major Systems Acquisitions
  - Circular A-123, Management Accountability and Control
  - Circular A-127, Financial Management Systems
  - Circular A-130, Management of Federal Information Resources

C.2.3.4 ENTERPRISE SECURITY

RMA is required to follow several laws and regulations relating to Information Security. The Federal Information Security Management Act (FISMA) provides "… a comprehensive framework for ensuring the effectiveness of information security controls over information resources that support Federal operations and assets…" (Public Law 107-347 Title III §301 and 35 USC Title 44 Subchapter III §3541(1)). Additionally, the Office of Management and Budget has released Circulars A-123 and A-130 that address Internal Financial Reporting and Information Security respectively.

To effectively meet the requirements of these mandates, RMA has established an Information Security Branch of the Chief Information Officer. This branch is responsible for developing and maintaining the Information Security Program for RMA. Through the task order, security

considerations shall be integrated into all phases of RMA infrastructure and systems development activities. The objective is to allow for proactive, end-to-end security solutions, rather than reactionary activities to address security concerns.

In order to accomplish this, RMA uses a variety of tools to enhance the capabilities of security monitoring. These tools, which are currently in place but can be replaced with other technology as budgets and service contracts allow, include:

- Q1 QRADAR (Security and Information Event Monitor)
- McAfee Intrushield (Intrusion Protection System)
- McAfee ePolicy Orchestrator (Centralized Command/Control for McAfee)
- Tripwire (File Integrity)
- Checkpoint Firewalls
- McAfee Total Protection (i.e. anti-virus)
- Foundstone Vulnerability Scanner
- Microsoft Internet Security and Acceleration Server (VPN concentrator)
- WebInspect (Dynamic Website Vulnerability Scanner)

RMA uses the following tools by mandate of the Department of Agriculture and they are not negotiable within the scope of the PWS:

- McAfee End Point Protection (Safeboot Whole Disk Encryption)
- BigFix (Endpoint monitoring and control)
- CSAM (Web based certification and accreditation tool and document repository)
- Ounce (Static Code Scanner)

Additionally, RMA uses the security features built into the Operating Systems and Applications in use; e.g., Transparent Data Encryption in Microsoft SQL 2008 or system configuration monitoring and patching via Microsoft System Center.

C.2.3.5 CONFIGURATION AND CHANGE MANAGEMENT (CM)

As a Federal Corporation, RMA is independently audited each year. It is important that the Agency have sound internal controls surrounding configuration and change management.

Configuration Management is defined as a process for establishing and maintaining consistency of a product's performance, functional and physical attributes with its requirements, design and operational information throughout its life. The configuration management effort includes identifying, documenting and verifying the functional and physical characteristics of an item; recording the configuration of an item; and controlling changes to an item and its documentation. It shall provide a complete audit trail of decisions and design modifications. Under this task order, all assets (documents, data, files, software, hardware, etc.) shall be implemented utilizing approved CM tools and processes.

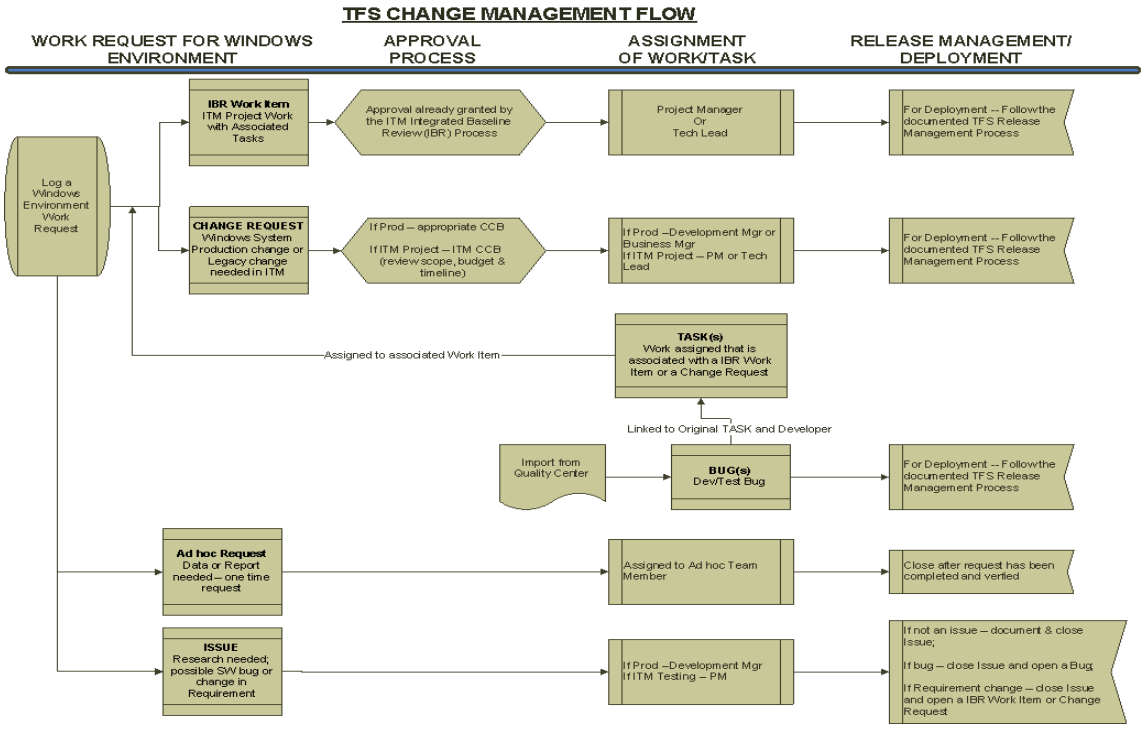
The primary function of configuration change control is to provide the administrative mechanism for initiating, preparing, evaluating and approving or disapproving all change proposals throughout the project and SDLC lifecycles. It includes procedures for controlling changes, levels of authority (e.g., Configuration Control Board) for formally evaluating and approving/disapproving proposed changes, and documentation for initiating and defining a proposed changed. Change control requires the systematic evaluation, coordination, and approval or disapproval of proposed changes to the defined baseline.

C.2.3.5.1 PROBLEM MANAGEMENT

RMA uses a COTS solution called Magic Service Desk from BMC Software, Inc., to support problem and change management for infrastructure issues. The system is also utilized for Asset Management and in a segregated section for Security Requests. End-Users report problems or request changes to the Service Desk. Service Desk personnel record the reports as trouble tickets, work orders, or change requests in Magic. The systems provide for escalation or assessment and tracking of the issue until resolved. Management reports are available for oversight of this function.

C.2.3.5.2 CONFIGURATION MANAGEMENT TOOL

Visual Studio Team System is the CM tool used for new system development activities of the ITM Project. Below is the Team Foundation Server (TFS) Change Management flow.



C.2.3.5.3 CONFIGURATION MANAGEMENT TOOL – LEGACY

RMA uses the IBM Rational Telelogic Synergy tool for change and configuration management of legacy business applications. See the RMA configuration management plan at *List of Attachments, Attachment J2-14*.

CM Synergy is a process-driven, client-server, configuration and build management tool with a task-based process model. It supports parallel, distributed, component-based, and remote development. It runs on UNIX, Linux and Windows servers.

Change Synergy is a browser-based, change request-tracking tool fully integrated with CM Synergy.

C.2.3.6 END-USER SUPPORT SERVICES (EUSS)

C.2.3.6.1 SERVICE DESK

RMA currently utilizes the call center style Service Desk to support all users of RMA-owned IT equipment and all users accessing the RMA network: employees, contractors, and other customers. The Service Desk generally conforms with Microsoft Operations Framework (MOF) and Information Technology Infrastructure Library (ITIL) best practices.

C.2.3.6.2 END-USER ASSISTANCE

RMA's customers (employees, contractors, and external entities) often require assistance in using the features and capabilities of the licensed COTS software. RMA is formalizing this process, and the contractor shall provide direct assistance and ad hoc training to RMA employees in an effort to enhance the productivity of the RMA workforce.

C.2.3.7 INFRASTRUCTURE MANAGEMENT

C.2.3.7.1 END-USER EQUIPMENT MANAGEMENT

Virtually all users have an HP or Dell laptop and docking station. Many users telework at least a part of the work week; these workers usually use the same laptop computer at work and at the telework site. Usually only government-owned computers may access RMA's network. Users may connect to the RMA network remotely via either Virtual Private Network (VPN) or Citrix/terminal services. The current operating system is Microsoft XP although upgrade to Windows 7 is imminent. All laptops have Microsoft Office Suite, Enterprise Edition and utilize the Windows Firewall Services and McAfee Virus software. RMA provides Cisco Voice over Internet Protocol (VOIP) devices for each user at the Kansas City offices.

RMA CIO supports multiple regional offices and multiple peripheral devices, such as printers, scanners, speakers, microphones, video cameras, etc. CIO maintains RMA-approved hardware and software catalogs.

C.2.3.7.2 DATA CENTER / HOSTING MANAGEMENT

The RMA OCIO supports and maintains a data center in Kansas City, MO, a disaster recovery site in Eagan, MN, a bank of servers in Washington, DC, and riverbed appliances in the aforementioned field offices. Within the Kansas City data center, the RMA OCIO hosts servers for some external partner entities such as CIMS and CAE. In addition, as an acknowledged leader in SharePoint and customer service, the RMA OCIO hosts extranet sites for external non-partners in the Kansas City data center.

Please see the attached imbedded file for information pertaining to the statistics and counts.

HOSTING_server_function_chart.xls

C.2.3.7.2.1 RMA ENTERPRISE SUPPORT SYSTEM

The RMA Data Center in Kansas City houses the bulk of RMA servers and data storage equipment.

The primary hardware platform for RMA systems consists of HP servers running Microsoft Server 2008 R2; extensive use is made of Hyper-V Virtual Services. All servers have both a primary network connection (1 Gbit) and a backup network connection. The Microsoft Systems Center family of products is used to manage systems and automate operations, improve application availability, and enhance service delivery.

Data storage services are provided by a Storage Area Networks (SAN) consisting of multiple HP EVA storage arrays. Commvault is used to support all backups. Off-line storage is provided via Spectralogic T-950 tape storage devices. The DBMS standard is Microsoft SQL Server 2008.

Application services are provided by a mix of COTS, modified COTS, and developed applications including .NET applications. RMA provides messaging/collaboration services to all users via Exchange Server, SharePoint Server (MOSS), and Live Communication Server (LCS); these are mandated USDA-wide standards. Microsoft Customer Relationship Management (CRM) Server is the platform for some business applications. ESRI ArcGIS is also used, and to a limited extent, SAS. Most business applications are being reengineered using .Net and C# using Visual Studio and Visual Studio Team Services. All code is maintained on the TFS. MS Project Server provides the basis of the EPM System, and integrates with the collaboration servers.

These products also provide web interfaces through Internet Information Server (IIS), and together with relevant content, comprise the RMA Intranet and Extranet services. The Microsoft Internet Security and Acceleration Server (ISA) provides service for client VPNs, for the Smartphone / Pocket PC Phone and other mobile device assets. A Blackberry Enterprise Server is also provided for mobile devices. A Microsoft SQL Server 2008 cluster with HP SAN currently provides the database backend for many of these products, and is the primary database system for this environment.

Web services are provided through Microsoft IIS and SharePoint. The RMA public web sites provide the primary method of communications between RMA, the public, and other customers. Encrypted public web sites host some applications.

Additionally, a Microsoft SQL database server with MS SQL Reporting Services provides secure/formatted reports for public use. These reporting servers have read-only access to Informix. Both the web application and reporting servers use application-specific authentication to the Informix and MS SQL databases. Reporting application IDs are limited to read/select only permissions, while some online applications have update permissions to specific Informix tables.

C.2.3.7.2.2 DATA CENTER / HOSTING MANAGEMENT – LEGACY

Legacy systems (described at C.2.3.8.9) are expected to be in production until at least 2013. These systems operate on midrange SUN servers, utilizing the SUN Solaris operating system, and IBM Informix DBMS. Applications are written in a wide variety of languages using several developer tools (COBOL, FOCUS, JAVA, Cold Fusion, PowerBuilder, etc.).

The UNIX environment supports several mission critical legacy applications – Financial Management System (FMS), Data Acceptance System (DAS), Actuarial Filing System (AFS), Corporate Reporting System (CRS), Regional Office systems - and is the primary host for the Informix databases, which store the data vital to RMA's reinsurance functions.

It is composed of Sun servers running Solaris Version 10, HP EVA disk arrays, CommVault tape libraries, and the FTP server for Insurance Provider data downloads. System software aids in management and operations. Among these are Big Brother, which allows RMA to view processes and disk space on monitored servers.

Most user access occurs over the Secure Shell and X11 sessions via the third-party Hummingbird software suite on the user's workstation.

The Sun Servers are physically and logically separated from the Network GSS. They have separate address spaces and a firewall (Checkpoint Firewall-1 NG) separates traffic from the LAN traffic. While all internal users can access the UNIX system, the Windows servers and their traffic are prohibited from accessing the UNIX data. The intrusion detection system (IntruShield) monitors inbound and outbound traffic to the UNIX network. The UNIX system administrators do not maintain or administer any infrastructure hardware; i.e., switches or routers.

C.2.3.7.3 NETWORK MANAGEMENT

The primary hardware platform for RMA's network is Cisco routers and switches. RMA employs client-server systems over a nation-wide network. Each user site has a local area network, interconnected via the USDA UTN (an AT&T operated MPLS network). Each site has a WAN acceleration device to improve bandwidth utilization and provides two virtual servers configured as Microsoft Domain Controller, Microsoft Systems Management Server (SMS), and print services, as appropriate. Microsoft Active Directory Services control network access.

The primary or backend servers are contained in the central computer room in Kansas City (KC). These are HP ProLiant DL servers running Microsoft Server 2008. They include domain controllers, Systems Center servers, and SQL 2008 servers, and file/print servers. Most application and file distributions are accomplished via SCCM; the SQL server provides the database back end for many of these products.

All DNS services are supported as internal DNS servers. The Nokia firewalls run Checkpoint Firewall 1 software. All switches and routers are Cisco. Commvault is used to support all backups.

The public web servers are hosted with special infrastructure protections, including Cisco Layer 4 CSS Switches, Checkpoint-1 NG/AI Firewalls on Nokia Network Appliances. The public access network uses a 100 Mb/s connection to NITC-KC. This connection terminates on a USDA Backbone router (Cisco KC-CER) located at the NITC-KC. The servers reside within a separate isolated Windows 2008 Native Active Directory forest domain, with one trusted connection to the RMA LAN Active Directory Forest.

The KC site connects to the Internet through the NITC-KC. RMA's network is behind a firewall. RMA's LANs are independent from the Farm Service Agency (FSA), NITC, and OCIO, and maintained by contractors.

The system also connects the RMA field offices to the RMA KC site through a site-to-site VPN. Each field office and headquarters in Washington D.C. has dedicated circuits to the AT&T MPLS network. Field office infrastructure is managed remotely from KC. The CAE site connects to the MPLS network as a field office. The CAE/RMA staff and contractors jointly maintain the CAE systems.

The AIPs connect to the file transfer server at RMA through site-to-site VPNs utilizing the Internet and MPLS network.

C.2.3.7.4 COTS APPLICATIONS/PLATFORMS

The following COTS packages are in use in the hosting environment. The packages provide for messaging, collaboration, business intelligence, database management, GIS services, EA services, application platforms, etc.

BMC Magic Service Desk
ESRI ArcGIS Server
MEGA Modeling Suite
Microsoft Exchange Server
Microsoft Office SharePoint Server (MOSS)
Microsoft Office Communication Server (OCS)
Microsoft Customer Relations Management (CRM)
Microsoft Project Server
Microsoft Systems Center
Microsoft Visual Studio Team Services/Team Foundation Server (VSTS/TFS)
RIM Blackberry Enterprise Server for Microsoft Exchange

C.2.3.7.4.1 MESSAGING AND COLLABORATION

RMA uses the USDA mandated COTS solution for messaging and collaboration. Microsoft Office Suite, particularly Outlook and Communicator are the focal point for use of the Microsoft Exchange Server, Office SharePoint Server (MOSS), and Office Communication Server (OCS). This combination of products provides email, contact management, calendaring, tasking, presence awareness, shared workspace, shared meeting space, team collaboration sites, chat (written, audio, or video), application sharing, whiteboard sharing etc. This system is designated as mission critical. The USDA OCIO is currently centralizing this function, although the timing of RMA's involvement is not established.

C.2.3.7.4.2 ENTERPRISE ARCHITECTURE (EA) MODELING TOOL - MEGA

RMA uses the COTS solution MEGA for development and maintenance of its EA. MEGA provides a suite of specialized modeling tools for business process modeling and analysis, Enterprise and IT architecture planning and documentation, system design, and data modeling, and risk and control policy analysis, integrated with a common repository and a single point access that allows role-based process artifact retrieval, documentation, and impact analysis across disparate modules and solution environments. . MEGA software integrates standards such as Unified Modeling Language (UML), XML Metadata Interchange (XMI), Business Process Modeling Notation (BPMN), and Business Process Execution Language (BPEL). MEGA also supports multiple frameworks including the FEAF, Zachman, and TOGAF. Modules licensed are MEGA Process, MEGA Architecture, MEGA Design, and MEGA Repository.

C.2.3.7.4.3 ENTERPRISE PROJECT MANAGEMENT (EPM)

RMA uses a COTS solution for EPM – Microsoft Project, which is also a member of the Office suite of products. Project Managers use the MS Project Professional client connected to the Project Server to manage their projects. Project Members use Project Web Access to collaborate through Windows Shared Services, and to submit updates to the PM, and maintain artifacts in the project workspace, track issues, risks, deliverables, and technical discussions during the project lifecycle. Project data includes Work Breakdown Structures, baselined resource loaded project

plans (.mpp files), with inter-project and intra-project dependencies. EVM metrics are also generated for decision making and reported to the USDA portfolio management system.

C.2.3.7.4.4 PROBLEM MANAGEMENT AND CHANGE MANAGEMENT - MAGIC

RMA uses a COTS solution called Magic Service Desk from BMC Software, Inc., to support problem and change management for infrastructure issues. The system is also utilized for Asset Management and in a segregated section for Security Requests. End-Users report problems or request changes to the Helpdesk. Helpdesk personnel record the reports as trouble tickets, work orders, or change requests in Magic. The systems provide for escalation and/or assessment and tracking of the issue until resolved. Management reports are available for oversight of this function.

C.2.3.7.4.5 VISUAL STUDIO TEAM SYSTEM / TEAM FOUNDATION SERVER (VSTS/TFS)

RMA uses Visual Studio 2005 Team System (VSTS) as a development productivity enhancer, as it offers tightly integrated and extensible life-cycle tools to increase the predictability in the software development process. The following role based modules are available: Developer/Database Professional, Software Tester. Team Foundation Server (TFS) is a team collaboration platform that combines team portal, version control, work-item tracking, build management, process guidance, and business intelligence.

C.2.3.7.5 IT ASSET PROCUREMENT AND MANAGEMENT

RMA CIO maintains tight control of all IT equipments which costs more than $75 or which can contain sensitive data (i.e. flash drives, hard drives, etc.). RMA CIO also conducts yearly asset inventories/reviews to verify assets. RMA CIO utilizes personnel in many remote offices that operate as silos and system scans to find and report on some assets.

Please see the attached imbedded file for the RMA asset procedures as of April 2010.

SAB-11310_AssetMa
nagement_2010_04_

C.2.3.8 LOCALLY DEVELOPED APPLICATIONS

C.2.3.8.1 RECORDS MANAGEMENT SYSTEM (RMS)

eRMS is the repository for document records, and was designed in accordance with NARA regulations and guidelines. The underlying platform is Microsoft Office SharePoint Server (MOSS) integrated with the other Office products. KnowledgeLake client products are used to facilitate document scanning and addition of metadata.

C.2.3.8.2 COMPLIANCE ACTIVITY AND RESULTS SYSTEM (CARS)

CARS is a case management application used primarily by Risk Compliance to document and manage fraud investigations. The underlying platforms are Microsoft Customer Relations Management (CRM), Office SharePoint Server (MOSS), and Exchange, integrated with the Office client product, Outlook. Case records are maintained in SharePoint under rules established in RMS; the intent is to develop an interface to move the CARS records to RMS as the cases are closed.

C.2.3.8.3 COMPREHENSIVE INFORMATION MANAGEMENT SYSTEM (CIMS)

The CIMS project is a Department level effort to build a central repository of common data previously collected by multiple agencies and private entities that do business with USDA. CIMS contains producer, program, and land information collected by FSA, RMA and AIPs from participating customers. CIMS acts as a repository of data and also combines, reconciles, defines, translates, and formats data in such a manner so it can be used by entities that have authorized access.

CIMS is a "post service application" that analyzes data and identifies possible discrepancies in customer reported information that may lead to action by one of the agencies. CIMS data is also used by both FSA and RMA to establish program benefits. It is currently used as an upfront process to provide FSA Common Land Unit (CLU) information to AIPs, as well as a backend process for data reconciliation on the CLU basis. CIMS may be used to host SURE and ACRE data in the future and require additional functionality.

The underlying platforms are Microsoft IIS and SQL Server. The contractor shall be responsible for all development and maintenance of the CIMS system in accordance with Tasks 9 and 10 of this task order. In addition, the contractor shall support RMA interfaces to extract and feed data to the system as well as geospatial processes.

The contractor will maintain the digital imagery and a geospatial data layer containing CLU (common land unit) boundaries, calculated acres, State and county codes, and unique identifiers. A CLU is an electronic representation of the boundaries of a piece of land, represented in latitudes and longitudes. GIS applications were created and maintained using ESRI products.

CIMS programs and databases are physically located in Kansas City, Missouri and are used in administering the FCIC and Farm Service Agency (FSA) programs. The contractor will also maintain RMA web servers utilized in this application.

C.2.3.8.4 STRATEGIC DATA ANALYSIS (SDA)

The Strategic Data Analysis (SDA) system operates under an agreement with Tarleton State University (TSU) in Stephenville, Texas. Maintenance of the current data mine, data warehouse and data dashboard application will not be performed under this task order. However, the

Contractor shall support RMA's efforts to upload and transfer all RMA business data to SDA bi-monthly via a batch application. The contractor shall support the government provided communication circuits and equipment.

C.2.3.8.5 ACTUARIAL APPLICATIONS

Actuarial Inventory System (AIS) is being developed as a replacement for the legacy Actuarial Filing System (AFS). It will consist of applications that generate information necessary to sell, administer, and calculate premiums and losses for the program. It includes processes to calculate, review, analyze, approve, and store: insurance plans; insurance rates; crop prices; crop yields (that form the basis for the insurance offer and policy liability); dates (e.g., planting dates, sales closing dates, contract change dates, billing dates, and other dates necessary for policy enforcement); and Special Provisions of Insurance (SPOI) - statements that attach to the policy and override basic provisions of the insurance policy. Reengineering of actuarial components will continue into 2011. There are currently eight applications in production including:

- Actuarial Maintenance
- Actuarial Release
- Actuarial Review and Sub-County
- File Upload System
- Pricing
- REAP (Change Dates, Types/Practices, Approval)
- REAP (Statements)
- T-Yield/NASS Yield

These applications support the work that actuaries and underwriters accomplish to maintain current product offerings and create new offerings, ultimately moving the offerings out to the public and private industry partners. These applications are written in ASP. NET, C#, SQL, JavaScript, and Linq. They utilize a SQL Server DBMS. As a part of the task order, the Contractor shall provide maintenance support for these applications; due to the timing of the new task order, there may also be clean-up work and additional functionality missed in initial reengineering phases that will have to be developed.

There are also a series of applications that have been completed or are near completion as part of the reengineering

- T-Yield Review
- File Upload (V2)
- Subcounty Services / GIS Environment (V2)
- Acruarial Release (V2)

These applications are written in ASP. NET, C#, SQL, JavaScript, and Linq. They utilize a SQL Server DBMS.

C.2.3.8.6 POLICY ACCEPTANCE APPLICATIONS

Portions of the reengineering for DAS have been completed and will be in production at the onset of this task order. The new system is called PASS (Policy Acceptance Storage System). This system ensures data received is accurate and timely in accordance with the SRA, producer eligibility requirements are met, and errors are corrected in a timely manner. PASS edits assure AIP data is in accordance with requirements outlined in AIS, FCIC cop policies and procedures, and the Standard Reinsurance Agreement (SRA) and Appendices. This information is the basis for calculation of administrative and operating expense reimbursement and gain sharing with approved insurance providers. PASS also serves as the validation and acceptance point for transfer of company crop insurance information for stage in the RMA.

There are modules to edit each of the possible 28 record types outlined in Appendix III to the SRA. Not all record types are used during the first portion of any processing year, so production currently contains only the first ten record types. The rest will be delivered throughout 2010 and into 2011. As the rest of the application is developed and deployed to production, it will have to be maintained as will all the temporary bridges to facilitate processing between legacy and reengineered systems. Current applications are written in ASP. NET, C#, SQL, JavaScript, and Linq. They utilize a SQL Server DBMS. RMA will certainly need maintenance support for these applications, there may be clean-up work and additional functionality missed in initial reengineering phases that will have to be developed.

RMA also has a series of global applications that overarch all business systems. Some are temporary, such as the Legacy Bridges previously discussed. Some will be permanent features of the reengineered environment such as Security Umbrella and Tickler/Job Scheduler.

C.2.3.8.7 CORPORATE INFORMATION SYSTEM APPLICATIONS

Corporate Information System (CIS) consists of reporting applications that provide the end-user community with the tools necessary to analyze the current program and make informed decisions regarding possible changes. Intranet applications are used by senior management to monitor the course of the Agency program; by employees agency-wide to facilitate the work of the Agency; and by compliance investigators, auditors and other trusted reviewers. Sanitized data applications are available to producers, agents, insurance providers and others via the Agency's public website. This system is the reengineered replacement for the legacy Corporate Reporting System. Significant portions of this system remain to be reengineered. Only four processes are in production at the beginning of this task order:

- Cost Estimator
- Actuarial Information Browser
- CRBI (Policy History)
- High-Priority Reports (formerly Information Browser)

These applications are written in ASP. NET (C#, SQL, JavaScript, and Linq. They utilize a SQL Server DBMS. Again, there may be refining, clean-up work, or additional functionality that will have to be developed under this task order.

C.2.3.8.8 FINANCIAL APPLICATIONS

The Contractor shall be responsible for reengineering the following financial systems during the task order. These include financial systems that perform activities such as accounts receivable, accounts payable, escrow funding, ledger activity, etc.:

- Corporate Financial System (CFS)
  - Processes that access data from PASS, create accounting entries for subsequent cycles, and create 21 detail and summary reports by reinsurance year (RY) and AIP. Five RYs process at any given time.
  - FFIS General Ledger Interface (GLI) will be a small interface that captures/extracts pertinent data from the rest of the reengineered financial databases and summarizes it for entry into the USDA's FFIS system. The GLI will provide rudimentary reporting and recovery processes to assure reconciliation with the USDA GL; however, all official GL reports are produced via the Department's system. This new interface should not be confused with the existing Legacy FFIS GLI which extracts data from legacy systems to create the FFIS entries for processing years not covered by the reengineered systems.
  - Processes that calculate and fund AIP escrow accounts based on the day's processing in PASS. The system will also contain processes to reconcile daily, weekly, and monthly payments to assure all feeder data has processed. Transactions must be funded 72 hours from receipt.
  - Processes that reconcile the Agency's records of the book of business for a company with the company's records. Variances will be identified for resolution. There will also need to be special processes to set new baselines and reload the entire book of business from a company for that reinsurance year.
- Debt Tracking System (DTS)
  - Processes that determine producer eligibility and issue notices to producers; this data is shared with AIPs and other agencies.
  - Processes that track accounts receivable.
  - Processes that generate cross servicing information for use by Treasury.

As with the legacy systems, data will be exchanged daily, monthly, quarterly, and yearly. Data is transferred from and to AIP's at regular cycles for a variety of business processes. Data transfer (and other IT requirements) is outlined in Appendix III of the Standard Reinsurance Agreement (the guiding legal document). The current SRA is located at: http://www.rma.usda.gov/pubs/ra/. Several older versions are accessible at RMA's Web site at: http://www.rma.usda.gov/pubs/ra/sraarchives/.

C.2.3.8.9 LEGACY APPLICATIONS

In addition to the reengineered applications discussed above, RMA has legacy financial and actuarial applications currently processing on mid-range SUN servers utilizing a UNIX Operating System, Informix Data Base Management System and a variety of coding languages and tools detailed below.

Batch applications and the file exchange between RMA and its industry partners run on-demand throughout the day. Statistics collected since 2001 show that on average 59 on-demand cycles process per day, however in 2009 that rate rose to 78 cycles per day. Processing rates usually increase before the accounting cutoff, which is Friday of the first full week of each month. Increases are also associated with program, business, and program or financial cutoff dates that fall at junctures throughout the year. There are financial ramifications to both the companies and the Agency if RMA business systems are unavailable.

RMA introduces 10-16 new products each year and these must be added to the existing applications. This may be as easy as updating a look-up table, or may result in significant changes to some applications across the legacy inventory. Additionally, RMA must prepare all systems for the yearly reinsurance year "rollover" where any changes for the new reinsurance year are incorporated across the enterprise to facilitate the next year's processing.

C.2.3.8.9.1 CORPORATE INSURANCE INFORMATION SYSTEMS (CIIS)

The CIIS supports RMA's mission as a reinsurer of crop insurance sold by private companies. Front end processing is done primarily through flat files that provide data in standardized formats as outlined in Appendix III. There are approximately 28 record types that must be processed in any given reporting cycle. CIIS has three major subsystems:

- Actuarial Filing System (AFS) consists of batch and GUI applications that generate information necessary to sell, administer, and calculate premiums and losses for the program. It includes processes to calculate, review, analyze, approve, and store: insurance plans; insurance rates; crop prices; crop yields (that form the basis for the insurance offer and policy liability); dates (e.g., planting dates, sales closing dates, contract change dates, billing dates, and other dates necessary for policy enforcement); and Special Provisions of Insurance (SPOI) (statements that attach to the policy and override basic provisions of the insurance policy). Written in: MicroFocus COBOL, C, Korn Shell, FOCUS, SQL Stored Procedures, PowerBuilder, JAVA, Perl, and AWK.

- Data Acceptance System (DAS) consists of batch processes with hundreds of MicroFocus COBOL modules using ISAM master and temporary files. This system ensures data received is accurate and errors are corrected timely. DAS edits assure AIP data is in accordance with policy and procedural requirements outlined in Appendix III, AFS, and the Standard Reinsurance Agreement. This information is critical to the underwriting gain and loss reimbursements to companies. DAS serves as the validation

and acceptance point for transfer of company crop insurance information to the RMA databases to facilitate company reimbursements and analysis of the crop insurance program. There is an external "load" process (not considered part of DAS proper) that loads DAS data to corporate databases. There is also an "electronic" DAS, eDAS, a web-based version that is used for some types of farm products. eDAS was developed in: Cold Fusion, .NET, C, Perl and Korn Shell.

- Corporate Reporting System (CRS) Information about CRS can be found on RMA's public Web site. CRS consists of two items, the reporting databases and the reporting applications that provide the end-user community with the tools necessary for them to analyze the current program and make informed decisions regarding possible changes. Intranet applications are used by senior management to monitor the course of the Agency program; by employees agency-wide to facilitate the work of the Agency; and by compliance investigators, auditors and other trusted reviewers. Sanitized data applications are available to producers, agents, insurance providers and others via the Agency's public Website. Applications are written in C, COBOL, Cold Fusion, SQL Stored Procedures, Power Builder, Korn Shell.

C.2.3.8.9.2 FINANCIAL APPLICATIONS

RMA is a re-insurer of risk management insurance and products that are delivered by private industry partners. These partners, or AIP's, sell and service RMA products as outlined in a financial agreement. Program and financial activity occurs daily, monthly, quarterly, and yearly. Data is transferred between AIP's at regular cycles for a variety of business processes. Data transfer (and other IT requirements) is outlined in Appendix III of the Standard Reinsurance Agreement (the guiding legal document). The current SRA is located at: http://www.rma.usda.gov/pubs/ra/. Several older versions are accessible at RMA's Web site at: http://www.rma.usda.gov/pubs/ra/sraarchives/.

Financial systems interface to perform activities such as accounts receivable, accounts payable, escrow funding, ledger activity, etc.

Reinsurance Accounting System (RAS) accesses data from the Data Acceptance System (DAS) via a batch application, creates accounting entries for subsequent cycles, and 21 detail and summary reports by reinsurance year (RY) and AIP. Five RYs process at any given time. RAS is written in FOCUS Report Writer, SQL, Korn Shell, and Cold Fusion.

Legacy FFIS General Ledger Interface (GLI) is a small interface that captures pertinent data and summarizes it for entry into the USDA's FFIS system. The GLI provides rudimentary reporting and recovery processes to assure reconciliation with the USDA GL, however, all real GL reports are produced via the Department's system.

Ineligible Tracking System (ITS) consists of batch and GUI applications that perform: front-door rejection of producers, loss adjusters, agents, and others ineligible to participate in the risk

management program. Data is shared with AIPs. The ITS is written in MicroFocus COBOL with embedded SQL, .NET, Cold Fusion, PowerBuilder, and Korn Shell.

Escrow consists of batch and GUI applications used to calculate escrow payments to AIPs. The system contains processes to reconcile daily, weekly, and monthly payments to assure all feeder data has processed. Transactions must be funded 72 hours from receipt. Escrow is written using MicroFocus COBOL with embedded SQL, Korn Shell, and PowerBuilder.

Reconciliation System (RECON) RECON consists of batch and GUI applications that compare the Agency's records of the book of business for a company with the company's records. Variances are identified for resolution. There are also special processing cycles to set a new baseline and reload the entire book of business from a company for that reinsurance year. RECON is written in MicroFocus COBOL with embedded SQL, Korn Shell, and PowerBuilder.

C.2.3.8.9.3 SYNERGY

All legacy applications are maintained and redeployed via an existing change protocol and tool. Synergy is a COTS application running on the SUN Solaris system. CM Synergy is a process-driven, client-server, configuration and build management tool with a task-based process model. It supports parallel, distributed, component-based, and remote development. Change Synergy is a browser-based, change request-tracking tool fully integrated with CM Synergy.

C.2.3.9 SYSTEMS DEVELOPMENT

C.2.3.9.1 GENERAL GUIDANCE

The RMA IT Systems Development Life Cycle (SDLC) is a structured, integrated approach to developing and fielding IT systems. The SDLC ensures that the IT applications and systems developed will align with the Department and RMA's mission, and support its business needs while minimizing risks and maximizing returns throughout the system life cycle. The SDLC relies on a methodical approach to planning, definition, development, and implementation subject to on-going internal and external evaluation processes, to ensure that the system satisfies its objectives efficiently and effectively. These processes are depicted in Figure 1: Information and Process Flow in the SDLC. The Contractor's approach to systems development shall align with RMA's SDLC for all phases of development efforts performed during the task order.

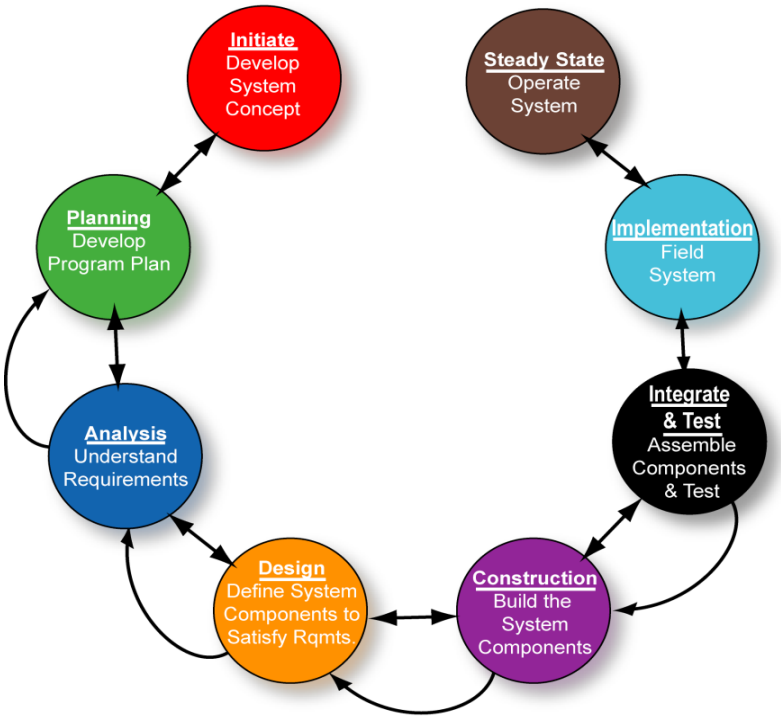
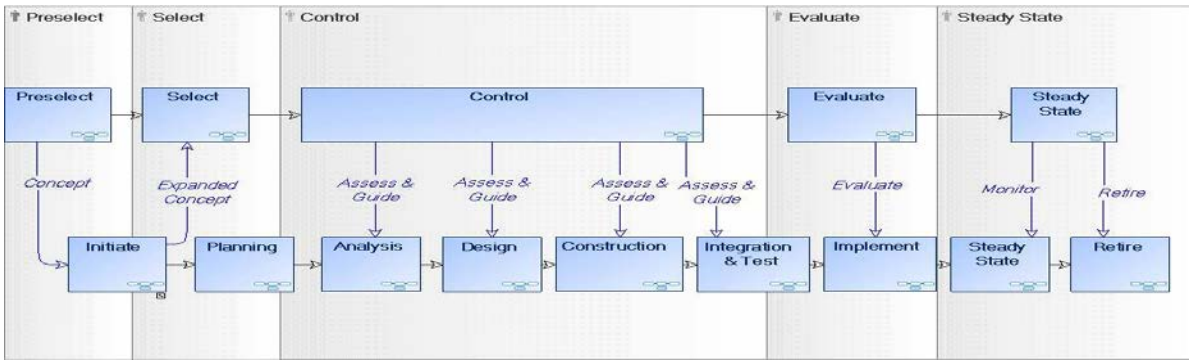


Figure 1: Information and Process Flow

In order to ensure that the systems developed under the SDLC corresponds in form, function, budget, and schedule to the investment visualized during CPIC, the SDLC has been tightly coupled with CPIC and EA. Figure 2 illustrates this integration.



C.2.3.9.2 INFORMATION TECHNOLOGY MODERNIZATION (ITM) PROJECT

RMA's ITM project is being conducted in phases. The Initial Operating Capability (IOC) was delivered via the first phase (July 2009-July 2010). Currently, there are five active swimlanes:

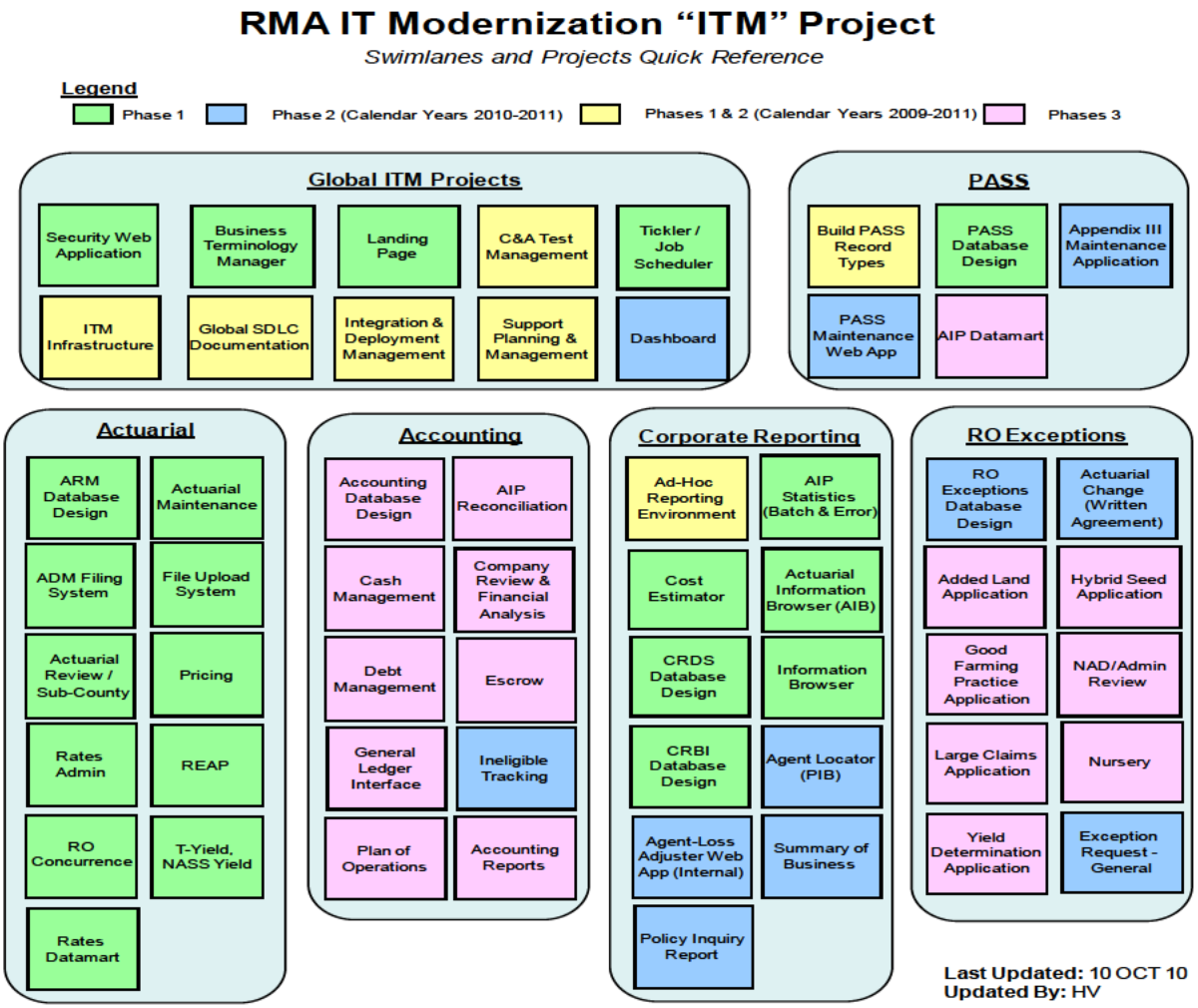
1. Actuarial
2. Corporate Reporting
3. Global Projects

4. PASS
5. RO Exceptions

These swimlanes will be complete under the current task order, the Agency will commence work on reengineering of the accounting/financial applications, as ITM Project Phase III. At this time, there are two medium sized applications planned:

- Corporate Financial System; and
- Debt Tracking System.

Projected dates for completion are color-coded on the diagram below.



C.2.3.10 INTERNAL AND INDEPENDENT AUDITS

RMA is audited yearly by the Office of the Inspector General (OIG) via independent contractors. These audits concentrate on financial matters as well as underlying IT systems, processes, and controls.

Though the timeframe is determined by OIG and outside of RMA's control, the yearly audit typically starts in May and ends in September. Several weeks during that time are dedicated to system scans, interviews with technicians, technical questionnaires, and other tasks indicated by OIG and the auditor. RMA must provide reliable answers in a brief timeframe. RMA must be prepared to defend technical approaches particularly as they relate to security, access, roles, monitoring, controls, audit trails, and back-up and recovery. RMA must also be prepared to propose and implement alternative technology solutions to address audit system and IT process shortcomings.

RMA has on staff a fulltime auditor who conducts periodic reviews of IT processes in conjunction with the Chief Financial Officer (CFO), ISSPM and others. Audit findings are recorded in the OMB300 as well as in various OCIO databases.

C.2.3.11 CURRENT RMA WORKLOAD

The information below provides sample RMA workload data to include RMA Help Desk ticket workload statistics for Kansas City and field offices (not Washington DC support).

- Historical data is representative but is not a guarantee of future RMA workload demands.
- The specific data provided is a sample, not a complete inventory of the RMA workload.
- Some of the data are estimates rather than exact counts.
- From January 1, 2007-December 31, 2008 RMA's HelpDesk had 17,985 tickets. These include everything from requests for equipment, requests for software, requests for assistance with specific software, password resets, to more complex requests for 2nd and 3rd tier support.
- From January 1, 2009-December 31, 2009 RMA's HelpDesk had 18,557 tickets.
- From January 1, 2007-December 31, 2008 RMA's Change Control Board had 481 requests to change the Agency Infrastructure.
- From January 1, 2009-December 31, 2009 RMA's Change Control Board had 263 requests to change the Agency Infrastructure.
- From January 1, 2009-December 31, 2009 RMA's Change Control Board had 1075 requests to change the Agency's Business Systems.
- From January 1, 2008-December 31, 2008 RMA's Change Control Board had 1206 requests to change the Agency's Business Systems.
- From January 1, 2007-December 31, 2007 RMA's Change Control Board had 1119 requests to change the Agency's Business Systems.
- All RMA systems, even those classified as Steady State, are subject to ongoing maintenance and other modifications.

C.3 SCOPE AND OBJECTIVES

This is a performance-based task order that will be managed by the Government through the use of Service Level Agreements and an overarching incentive structure (See Section H.12) to maximize successful contractor performance. Using Industry best practices, the standards described in *List of Attachments, J.2* and elsewhere in this solicitation, the contractor shall develop applications under the ITM Project Phase III to replace RMA's legacy financial application systems. The contractor shall operate and maintain the RMA infrastructure, to include End-User (helpdesk and desktop) support, throughout the life of the Task Order. Paragraph C.2.1 illustrates an RMA Organization Chart that depicts the locations of the offices covered. The contractor shall provide support at the following locations:

Government Site	Number of Government Personnel
Washington, DC	100-120
Kansas City, MO	170-180
10 Regional Offices (RSOs)	15-19 per office
6 Compliance Offices	12-18 per office
Tarleton Univ. Center for Agricultural Excellence	1

The contractor shall provide permanent on-site support in the Kansas City and Washington DC offices. On-site support shall be supplied to field offices, Eagan, MN, and other sites as needed. The contractor shall also support teleworking.

C.4 TASKS

The Contractor shall perform the following tasks:

- Task 1 Program Management Support
- Task 2 Enterprise Architecture Support
- Task 3 Capital Planning Support
- Task 4 Project Management Support
- Task 5 IT Security and Audit Support
- Task 6 Configuration and Change Management
- Task 7 End–User Support Management
- Task 8 Systems Administration
- Task 9 Maintenance of Production Applications and Databases
- Task 10 System Development Projects

C.4.1 TASK 1 – PROGRAM MANAGEMENT SUPPORT

The contractor shall provide program management support under this Task Order. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors, to satisfy the requirements identified in this Statement of Work (SOW). The

contractor shall identify a Program Manager (PM) by name, who shall provide management, direction, administration, quality assurance, and leadership of the execution of this task order.

C.4.1.1 SUBTASK 1 – COORDINATE A PROJECT KICKOFF MEETING

The contractor shall schedule and coordinate a Project Kick-Off Meeting at the location approved by the Government. The meeting will provide an introduction between the contractor personnel and Government personnel who will be involved with the task order. The meeting will provide the opportunity to discuss technical, management, and security issues, and travel authorization and reporting procedures. At a minimum, the attendees shall include vital contractor personnel, relevant Government personnel, and the Federal Systems Integration and Management Center (FEDSIM) Contracting Officer's Representative (COR). The contractor shall provide the following at the kickoff meeting:

- Roles and responsibilities
- Government-furnished information
- Monthly meeting dates
- POCs
- Performance metrics/SLAs
- Security requirements
- Task order transitioning process and timeframes
- Prioritization of contractor activities

The contractor shall prepare a Contract Kick-off Agenda that includes at a minimum the above referenced items.

C.4.1.2 SUBTASK 2 – PREPARE A MONTHLY STATUS REPORT (MSR)

The contractor Task Order Program Manager shall provide a Monthly Status Report (MSR) that briefly summarizes the following information by task utilizing the specified format. The contractor shall deliver the MSR by the 10th of each month via electronic mail to the FEDSIM COR and the RMA TPOC. The MSR shall include the following:

- Deliverable Statistics
- Cost Update
- Accomplishments
- Task Risks/Issues
- Task Performance Metrics
- Task Critical Current and Upcoming Projects

Format:
- Power Point Slide Deck;
- No more than 3 pages per task;
- Moderate margins;

- 12 pt Arial.

Status Report may have the following attachments as needed:

- Detailed list of tools and ODC's purchased during the reporting period;
- Proposals for Consideration.

C.4.1.3 SUBTASK 3 – PREPARE AND UPDATE PROGRAM MANAGEMENT PLANS

The contractor shall develop and deliver a Draft and Final Program Management Plan (PMP) that is based on the contractor's proposed solution. Upon Government approval, the Contractor shall execute the PMP. The contractor shall provide PMP Updates throughout the task order performance period as changes in management items occur. The contractor shall update all appropriate sections of the PMP that are affected by these changes. At all times, the Contractor shall operate under a Government-approved PMP.

The PMP shall address both operational (Help Desk, Network Operations, system maintenance, operational IT Security, infrastructure, etc.) and developmental (EITA, CIMS, other software development, IT Security for system development, etc.) tasks. The PMP shall address the WBS and other topics for operational tasks at a suitable summary level. The PMP shall address all topics for developmental tasks in detail. EVM measures apply to developmental tasks; the contractor shall use operational analysis methods to track the performance of operational tasks.

The PMP shall conform to the specifications in the PMBOK and shall incorporate the following elements and subordinate plans:

- Project Charter (provided as Government Furnished Information [GFI])
- Description of the project management approach – summary of subordinate plans
- Scope Statement (GFI)
- WBS
- Detailed cost estimates, schedule start dates, and responsibility assignments
- Major milestones and their target dates and project network diagram
- Key staff
- Key risks
- Subsidiary Management Plans, including…
- Scope Management Plan*
- Cost Management Plan*
- Schedule Management Plan*
- Quality Management Plan
- Staff Management Plan*
- Risk Management Plan
- Communications Management Plan
- Subcontracting Procurement Management Plan (including small business)*

- Training Plan

* Some PMP elements may be GFI, excerpts from the TOR or Technical Proposal, or from some other source.

When new technologies, major releases to current platforms, or process innovations are introduced to the program that require federal and/or contractor training, hours will be billable to the contract with prior approval from the COR, TPOC or ATPOC. Cost of the course, and associated travel shall be at the expense of the vendor.

Note: RMA tracks each CPIC investment with a separate set of PM documents (FMS, CIIS, SDA, IMST, EITA & CIMS). The contractor shall provide the PMP and its subordinate plans in a format suitable for use in CPIC-investment specific PMPs, as jointly agreed by the Government and contractor after award.

C.4.1.4 SUBTASK 4 – CONDUCT PROGRAM REVIEW BRIEFINGS

The contractor shall prepare a quarterly Program Review Briefing to present to the Government. The Program Review Briefing is focused on a high-level presentation of information already discussed and presented in other reports.

The contractor briefing shall contain, but is not limited to, the following:

- Current Task Order financial status
- Progress toward milestones
- Changes in support during the period
- Issues and risks
- Status towards SLAs and performance metrics

C.4.1.5 SUBTASK 5 – PREPARE MEETING AND REVIEW MINUTES

At the discretion of the Government, the contractor shall prepare and deliver Meeting and Review Minutes for all meetings and reviews in which the Government requires the contractor's attendance. At a minimum the minutes shall contain the following:

- Date and place
- Attendees
- Purpose of meeting/review
- Brief description of items discussed
- Results
- Action items

C.4.1.6 SUBTASK 6 – PREPARE TRIP REPORTS

All contractor travel shall be preapproved by the COR and RMA TPOC. The Government will identify the need for a Trip Report (if required) when the request for travel is submitted. The contractor shall keep a summary of all long-distance travel, to include, at a minimum:

- Dates of travel
- Persons traveling
- Purpose of travel
- Expenses associated with travel
- Supporting Documentation
- Results
- Action items

C.4.1.7 SUBTASK 7 - PREPARE PROBLEM NOTIFICATION REPORTS

The contractor shall be responsible for bringing to the attention of the FEDSIM COR and the Client Technical Point of Contact (TPOC) any problems or potential problems in performing assigned tasks. Subsequent to verbal notification, a written Problem Notification Report (PNR) shall be submitted within three work days after identification of the problem.

C.4.1.8 SUBTASK 8 - PROVIDE TRANSITION PLANNING SUPPORT

The contractor shall prepare a Transition-In Plan update for inclusion in the monthly Status Report, until such time as all tasks have been transitioned over to this Task Order. The Transition-In Plan is due NLT 5 work days after Task Order award.

The contractor shall also provide a plan for transitioning out upon completion of this Task Order. The Transition-Out Plan shall be due NLT 90 calendar days prior to the end of the task order. Upon Government approval, the contractor shall implement its Transition-Out Plan.

C.4.2 TASK 2 – ENTERPRISE ARCHITECTURE SUPPORT

The Contractor shall perform all tasks in conjunction with CIO Enterprise Architecture Office staff.

- The contractor shall develop and maintain Business Process architecture through the following tasks:
    - Gather information through interviews of functional area stakeholders
    - Decompose functions into process diagrams
    - Identify gaps with those processes and document options on how to improve them through defining requirements and validating process diagrams
    - Identify which processes are supported by an application, what data support a process, and what technology infrastructure is in place to support a process
    - Relate organizational units to business processes, and validate business architecture with subject matter experts.

In support of the efforts, the Contractor shall produce the following deliverables, according to the schedule defined in the Government-approved Project Plan:

- Business process diagrams with narrative descriptions

- The contractor shall develop and maintain Information Architecture through the following tasks:
  - Create data inventory (data dictionary)
  - Create entity relationship diagrams (ERD) (or UML class diagram)
  - Relate entities to the business processes
  - Relate entities to organizations and validate information architecture with subject matter experts.

  In support of the efforts, the Contractor shall produce the following deliverables, according to the schedule defined in the Government-approved Project Plan:
  - Data dictionary
  - ERD

- The contractor shall develop and maintain Application Architecture through the following tasks:
  - Develop an application inventory
  - Develop an application interface inventory
  - Develop application/system architecture diagrams
  - Relate applications to business processes and entities
  - Relate organizations to applications and validate the application architecture with subject matter experts.

  In support of the efforts, the Contractor shall produce the following deliverables, according to the schedule defined in the Government-approved Project Plan:
  - Application architecture diagrams (current and target)

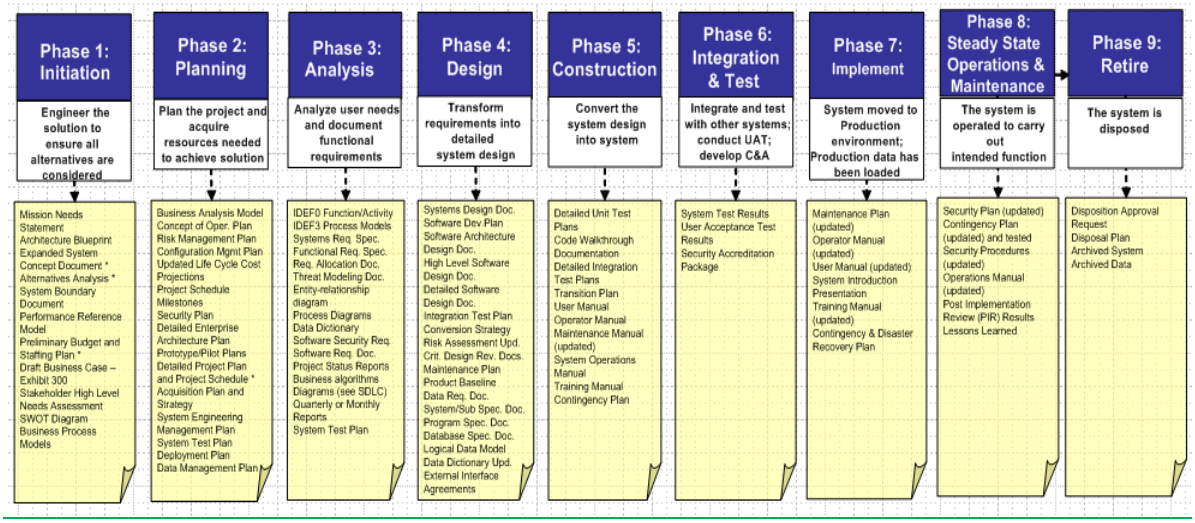
- The contractor shall develop and maintain Infrastructure architecture through the following tasks:
  - Document the technology inventory/standards profile, networks and servers
  - Relate applications to servers and servers to networks
  - Assess the technology architecture and validate the infrastructure architecture with subject matter experts.

  In support of the efforts, the Contractor shall produce the following deliverables, according to the schedule defined in the Government-approved Project Plan:
  - Technology inventory with standards profile
  - Server and network inventories

C.4.2.1 SUBTASK 1 - PROGRAM SUPPORT

- The contractor shall support the drafting of Enterprise Architecture standards and procedures IAW OMB's FEA Guidelines (www.whitehouse.gov/omb/e-gov/fea/) and the following EA reference models:
  - Performance Reference Model
  - Business Reference Model
  - Service Component Reference Model
  - Data Reference Model
  - Technical Reference Model
- The contractor shall support Business Process analysis, modeling, and artifact development with approved EA tools (MEGA).
- The contractor shall develop and maintain EA SharePoint Sites.
- The contractor shall support applicable standards that include any official updates promulgated by the FEA program management office over the life of this Task Order.
- The contractor shall serve as a Technical Writer in drafting Enterprise Architecture standards and procedures;

C.4.2.2 SUBTASK 2 - TECHNICAL OPERATIONS AND SUPPORT



- The contractor shall develop SDLC artifacts (i.e. SDLC documents, models/database schemas, data dictionary, etc.) by phase in accordance with the RMA SDLC
- The contractor shall import SDLC artifacts from their native format into the RMA EA Development repository following each SDLC Phase Gate Review and ensuring accuracy and completeness of imports;
- The contractor shall support RMA's efforts to integrate its SDLC, EA practices with the CPIC planning process.
- The contractor shall prepare and submit existing and current state architecture or baseline inventory artifacts in format suitable for import into the USDA and RMA EA repositories. The Contractor shall maintain existing artifacts in the MEGA tool. While serving as a Data Architect performing Data Management and Administration activities, the contractor shall update and maintain the Business Technology Manager application and content, and applying

FEA Data Reference Model approach to Data Description, Data Context, and Data Sharing when developing data artifacts (i.e. data entities, data dictionaries, data models, database models) and leveraging existing data assets to increase information sharing opportunities;
- The contractor shall apply the FEA Technical Reference Model approach for reuse and standardization of technology and Service Components; and
- The contractor shall maintain and upgrade EA tools and repository software (MEGA) during the lifecycle of this task order.

C.4.2.3 SUBTASK 3 - REVIEWS

- The contractor shall review information architecture artifacts; i.e., systems, data, databases, applications, etc. and technical architecture artifacts; i.e., network, telecommunications, desktop, etc.
- The contractor shall assure EA best practices are utilized and EA Principles and CIO standards are followed in the design, construction, testing and implementation of business, information and technical architectures.
- The contractor shall ensure that its activities, whether related to contractor management, architecture, operations, or business systems do not result in negative audit findings due to contractor non-adherence to known USDA/RMA CIO policies and procedures or due to deviation from generally accepted EA and IT practices and principals.
- The contractor shall ensure that existing IT systems and newly developed IT systems for RMA conform to USDA and RMA standards and To-Be Enterprise Architecture and data naming standards.

C.4.3 TASK 3 – CAPITAL PLANNING SUPPORT

The contractor shall support all facets of Capital Planning during all phases of the CPIC process by providing artifacts, metrics, updates, and costs regarding Agency systems and Investments on key delivery dates.

Due to schedules outside of the Agency's control, the contractor may be asked to provide support in an abbreviated timeframe. Failure to provide items timely, or the submission of poor quality products may result in the Agency being placed on a Watch List, receiving a poor score on public rating websites, or having part or all of the budget supporting task order activities being rejected, reduced, or otherwise negatively impacted.

Artifacts, metrics, costs, and updates shall be appropriately vetted through RMA's Deputy CIO and responsible CIO management official (for example, security artifacts shall be cleared through the security officer) prior to delivery. In the event an artifact or other deliverable has not changed since the previous reporting cycle, the document shall be updated with the current delivery date on any cover sheet and an internal review log that reflects that date and the point of contact who signed off on the review. The contractor shall provide the following deliverables by the prescribed due date:

January 15th of Each Year:

- Alternatives Analysis by Investment; and
- Operational Analysis by Investment.

May 15th of Each Year:
- Spreadsheet of all hardware licenses and the projected cost for the BY+2 (ex: in 2010, 2012 data will be provided);
- Spreadsheet of all software licenses and the projected cost for the BY+2;
- Spreadsheet of all service agreements and the projected cost for the BY+2;and

July 15th of Each Year:
- AAR Detailed HW SW List by System, by Investment for BY+1;
- Spreadsheet of all hardware licenses and the projected cost for the BY+1;
- Spreadsheet of all software licenses and the projected cost for the BY+1;
- Spreadsheet of all service agreements and the projected cost for the BY+1;and
- Spreadsheet of all anticipated lifecycle replacement items and costs for the BY+1.

December 15th of Each Year:
- Spreadsheet of all hardware licenses and the actual cost for the PY (for the prior year or FY that just closed in September);
- Spreadsheet of all software licenses and the actual cost for the PY;
- Spreadsheet of all service agreements and the actual cost for the PY;
- Spreadsheet of all actual labor costs by system for the PY;
- Spreadsheet of all actual labor costs by infrastructure activity for the PY.

Quarterly on April 10, July 10, October 10 and January 10:
- Asset Capitalization Report;
- Asset Work in Progress

Due to the nature of capital planning reporting, ALL IT costs must be accounted for in any given reporting cycle. Costs for Task 1, Program Management shall be linked to one or more investments.

On Demand (As Requested by Oversight Agencies or Required by CPIC Phase):
- Section 508 Review;
- Justifications and metrics to support technical and business decisions;
- Converting technical information into user friendly non-technical formats for dissemination to executives in and out of the agency;
- 4-6 random data calls each year from Congressional Committees, OMB, OCIO, and GAO on a variety of topics (past requests have included: Number of contractors on duty; names of prime and sub-contractor companies in use; lines of code in use; number of web applications in use; number of public facing applications; etc.); and
- Cost Benefit Analysis by Investment.

In the event any artifacts, metrics, costs, or updates provided by the contractor are rejected by OCIO, OMB, or other oversight entity, they will be returned to the contractor for corrective action. The contractor shall perform the prescribed corrective actions before the due date established by the oversight entity.

C.4.4 TASK 4 – PROJECT MANAGEMENT SUPPORT

The contractor shall be responsible for keeping all contractor project plans developed during the course of the task order resource loaded, up-to-date, and stored in RMA's Project Server repository. The contractor shall also be responsible for:

- Supporting government staff to ensure that project plans are current and up-to-date in the RMA Project Server repository.
- Assuring that team members update task status weekly in Project Server;
- Managing, tracking, and controlling projects such that the CPI and SPI indicators for all first and second level WBS tasks and milestones fall within 0.91 to 1.09;
- Proposing management actions to correct deviations and tracking status via a Corrective Action Report (CAR) should project metrics veer out of the approved thresholds;
- Assuring all contractors and subcontractors use RMA approved project policies and procedures and templates for project artifacts;
- Assuring project activities are ANSI-748 compliant;
- Supporting RMA Program Management Office (PMO) in compliance with ANSI-748 for all investments, and
- Supporting the RMA PMO Team in maintaining the RMA Organizational ANSI-748 certification for Major Investments reporting EVMS.

These task order activities are critical. Due to schedules outside of the Agency's control, the contractor may be asked to provide support in an abbreviated timeframe. Failure to provide items timely, or to turn in poor quality products may result in the Agency being placed on a Watch List, receiving a poor score on public facing websites, or project being suspended, losing their budget, or otherwise being placed under scrutiny or external controls.

The contractor shall provide deliverables on dates agreed to in the Government approved Project Plan or as RMA PMO policies and procedures direct (refer to RMA SDLC guidance).

Monthly (For all active DM&E Projects by the 3rd Business Day of Each Month)**:**

- Component Project EVM e.g. Detailed EVM metrics by Investment;
- Integrated Master Schedule (IMS) e.g. Aggregate EVM metrics by Investment;
- Fully Resource and Dependency Loaded .mpp File for the preceding Month by Investment;
- Work Measures; (Task % Complete, Actuals, SV%, and CV%)
- Work Measurement (budgets for discrete work packages);
- Cost Account (CA) Budgets

At Project Onset or if the BAC or other Significant Component Changes:

- Project Schedule;

- Organizational Breakdown Structure (OBS);
- Proposed Work Breakdown Structure (WBS);
- Project Budget (showing WBS ID and budget for each control account);
- Project Plan (cost and timephased baselined Integrated Master Schedule (IMS));
- Risk Inventory/Risk Assessment (Risk Matrix List with Mitigation Plan);
- Work Authorization Document (WAD); and
- Responsibility Assignment Matrix (RAM).

For All Investments with DM&E Activity on March 2012 and March 2014:

- Contractor Organization Chart;
- Indirect Cost Management;
- WBS/OBS Integration;

In the event any artifacts, metrics, costs, or updates provided by the contractor are rejected by OCIO, OMB, or other oversight entity, they will be returned to the contractor for corrective action. The contractor shall perform the prescribed corrective actions by the due date established by the oversight entity.

The contractor) shall provide access to all records and data requested by the COR. Access is to permit Government surveillance to ensure that the EVMS conforms, and continues to conform to the performance criteria referenced in the first paragraph of this section.

The contractor shall support audits by various entities, including, but not limited to, the Government Accountability Office, the USDA Inspector General, USDA OCIO, OMB, and independent auditors.

C.4.5 TASK 5 – IT SECURITY SUPPORT

C.4.5.1 SUBTASK 1 - PROGRAM SUPPORT

The Contractor shall be responsible for:

- Developing Certification and Accreditation (C&A) documentation (following USDA and NIST requirements)
- Developing detailed security standard operating procedures that implement RMA security policy.
- Complying with FISMA, OMB A-123, and the Privacy Act. This involves working cooperatively with other organizations (including other contractors) that support RMA IT operations and initiatives.

C.4.5.2 SUBTASK 2 - TECHNICAL AND SECURITY OPERATIONS SUPPORT

The Contractor shall be responsible for:

- Evaluating and recommending security controls for the Network Infrastructure; e.g., routers and firewalls, Windows and Solaris environments to affected areas and RMA ISSPM (Information Systems Security Program Manager).
- Evaluating and recommending controls over the Web and application development environment(s).
- Monitoring the Intrusion Detection/Prevention Systems, Firewalls, Security Event Manager, and other tools as necessary
- Developing and maintaining security and network architecture that implements relevant security laws, regulations, and policies
- Evaluating and recommending technical security controls on desktops and mobile devices.
- Maintaining the Public Key Infrastructure (PKI) architecture
- Monitoring physical security and environmental conditions
- Implementing capability to research and investigate possible security breaches and incidents.
- Documenting exceptions to security profiles and policies, where the exceptions were applied, and approximate length exception will be necessary.

In support of the efforts, the Contractor shall produce the following deliverables, according to the schedule defined in the Government-approved Project Plan:

- On a monthly basis, a detailed list of exceptions to security, enterprise architecture, and/or configuration management requirements, the reason for the exception, compensating controls (if any), and approximate time the exception will no longer be necessary (if known).

C.4.5.3 SUBTASK 3 - APPLICATION SECURITY SUPPORT

The Contractor shall be responsible for:

- Recommending approval or rejection of proposed business system security design
- Recommending alternative approaches to system developers to address security issues
- Ensuring that security best practices are utilized in the design, implementation, and testing of business systems

C.4.5.4 SUBTASK 4 - BUSINESS CONTINUITY PROGRAM SUPPORT

The Contractor shall be responsible for:

- Developing and maintaining IT Contingency Plans in the USDA Living Disaster Recovery Planning System (LDRPS).
- Developing exercise plans for IT Contingency plans
- Providing technical support in the development of IT Contingency Plans.
- Upon initiation of the Disaster Recovery Plan by RMA, the contractor shall provide support in accordance with the approved Disaster Recovery Plan and IT Contingency Plan.

In support of the efforts, the Contractor shall produce the following deliverables, according to the schedule defined in the Government-approved Project Plan:

- Updated disaster recovery or IT contingency plans as required but no less than an annual basis.
- DR/Contingency Plans for contractor operations supporting RMA, updated on an annual basis

C.4.5.5 SUBTASK 5 - INDEPENDENT AUDIT SUPPORT

As a Federal Corporation, RMA is independently audited each year. The Government typically requires support in collecting information and answering questions regarding many broad IT areas including, but not limited to: security management controls, access controls, configuration management, segregation of duties, contingency planning, application security, business process controls, interface controls, and data management system controls.

In support of RMA's response to security audits, the Contractor shall be responsible for:

- Working in conjunction with independent auditors to install auditor software to extract selected metrics;
- Supplying auditor requested documents or system extracts. Typical requests include: log samples; standard operating procedures; proof of successful backup and recovery; current asset inventory; security documentation for specific users; security configuration/settings for specific infrastructure or business system components; security profiles across a given component, etc.
- Making contractor technicians and technical leads available for interviews with audit personnel;
- Following up on requests for information made during audit interviews;
- Assisting RMA in drafting responses, including technical rational, for or against changes proposed by auditors; and
- Providing ongoing status of audit remediation activities.

C.4.6 TASK 6 – CONFIGURATION AND CHANGE MANAGEMENT

The Contractor shall be responsible for:

- Analysis of change request impacts, including defining the associated scope, cost and schedule.
- Providing assurances that all infrastructure and business system changes and project documents are developed and tracked under the complete control of the agency CM tool from the beginning to end of the SDLC process. The contractor shall follow the Change Control Board process and all related procedures.
- Providing estimates (in hours) for proposed Change Requests (CR's) before work commences;
- Providing actual hours burned upon completion of a CR;

In support of the efforts, the Contractor shall produce the following deliverables, according to the schedule defined in the Government-approved Project Plan:

- Total Production Deployments by Project and Summed for the Month
- Total new CRs by Project and Summed for the Month
- Total new Emergency CRs by Project and Summed for the Month
- Total CRs by Project with more than one associated deployment for the Month

C.4.7 TASK 7 – END-USER SUPPORT (EUS) MANAGEMENT

C.4.7.1 SUBTASK 1 - SERVICE DESK SUPPORT

The contractor shall provide full service support to all RMA users, contractors, and customers for all RMA-owned equipment and software. These services shall conform to Microsoft Operations Framework (MOF) practices. The contractor shall provide support in accordance with the SLAs identified herein.

RMA personnel contact the help desk via telephone, fax, or e-mail to report problems. The contractor shall assign a priority level to each report received, i.e., urgent, high, medium, or low (defined below).

- Urgent Priority – The customer's productivity is down and inoperable (multiple users down for the same problem). All work has stopped and the situation is causing a critical impact to the customer's' business operations. No work around is available.
- High Priority – The customer's productivity is severely limited or degraded. The situation is causing a significant impact to certain portions of the customer's business operations and productivity. No work around is available.
- Medium Priority – The customer's productivity is slightly limited or degraded. The situation has impaired operations, but most business operations continue. A work around or alternate configuration is available.
- Low Priority – The customer's productivity is not affected. Customer has informational inquiries, documentation issues, upgrade requests, requests for new feature/function, requires additional information, etc.

The contractor shall handle Level 1 and 2 service desk support as defined below:

Level 1:

- Answer and record all incoming calls.
- Take ownership of problems until full resolution.
- Provide solutions as practicable over the telephone.
- Provide follow-up to the user on the status of the problem until resolution.
- Verify problem resolution prior to closure.
- Escalate the problem as required.

Level 2:

- Provide advanced problem resolution for Level 1 problems as escalated.
- Determine the functional area of the problem being reported, e.g. hardware, software, telecommunications.

- Provide detailed analysis of the problem.
- Determine if equipment is warranted and arrange appropriate resolution under warranty.
- When special or unique situations warrant – contact the appropriate vendors.
- Make site visits as required.

The contractor shall record operations performed after the hours of operation using the problem management system, Magic, no later than the next business day. The contractor shall record business day calls and responses within one hour.

The contractor shall record all calls in the problem management system, Magic. The contractor shall extract data from the automated tracking system and submit a report to RMA by the 15th of each month. This report shall document the contractor's performance with respect to the service level agreements (SLAs) specified herein.

C.4.7.2 SUBTASK 2 - ASSISTANCE AND TRAINING IN USE OF COTS SOFTWARE

Through the Service Desk, RMA federal employees may request assistance in using the features and capabilities of RMA-licensed COTS software. The contractor shall provide direct assistance to RMA employees in an effort to enhance the productivity of the RMA workforce. Examples of such assistance include helping a user: create and/or modify a SharePoint site; set up a team calendar and share it; format a Word document, make use of Excel Services, use advanced features on spreadsheets or slide shows, etc. The contractor shall also provide ad hoc training to individuals and small groups on COTS features and capabilities, as appropriate.

All incidences of user assistance and ad hoc training shall be recorded in the Service Desk management system – Magic – and reported in the Monthly Status Report, along with recommendations for group and enterprise level training.

Through evaluation trouble tickets and assistance request, the contractor will formulate proposals for agency-wide IT training to improve overall productivity of the workforce. Large scale training will be accomplished through remote training capabilities using the expertise and services of an IT training company.

C.4.8 TASK 8 – SYSTEMS ADMINISTRATION

C.4.8.1 SUBTASK 1 - END-USER EQUIPMENT SUPPORT

The contractor shall provide configuration management, hardware management, operating system and system software support, and platform operations support for all RMA-owned IT and IT-related End-User equipment.

The contractor shall provide on-call (pager or cell phone) system operations support 24 hours/day, 7 days/week. The contractor shall respond, either in person or by phone, to all calls

within two hours. The contractor shall record off-hour calls and responses using the problem management system no later than the next business day.

C.4.8.2 SUBTASK 2 - HOSTING SUPPORT

C.4.8.2.1 HOSTING OPERATIONS

- The contractor shall provide configuration management, hardware management, operating system and system software support, and platform operations support for all application hosts.

- The contractor shall provide on-call (e.g., pager or cell phone) system operations support 24 hours/day, 7 days/week. The contractor shall respond, either in person or by phone, to all calls within two hours. The contractor shall record off-hour calls and responses using the problem management system no later than the next business day.

- RMA uses Web technologies for information transfer. The contractor shall support e-commerce, encryption over the Internet, intra and inter agency transfer of funds and information, and emerging technologies. The contractor shall maintain and administer RMA applications host environments and peripheral support functions to allow RMA and its customers to fully use the RMA applications. The contractor shall provide support for Internet, Intranet, and Extranet environments.

- The contractor shall be capable of administering software within the Microsoft Environment.

- The contractor shall operate and maintain the RMA application systems and data bases before and after the application systems are re-engineered in accordance with the SLAs. The contractor and Government will baseline and document response time, turnaround time, and throughput after task order award. The Government-provided SLAs will be revised to reflect these results. The contractor shall ensure that these performance criteria are met. The contractor shall perform the following in support of RMA application software and databases:

    - The contractor shall control production runs of batch applications in accordance with RMA-provided operating procedures, including the procedures and any additional procedures provided during the life of the Task Order as new and updated application systems are deployed in production. The contractor shall also monitor and control the operation of non-batch applications following RMA procedures.

    - Production Control, including operator initiated systems, applications that run automatically such as backup, and both routine daily and cyclical periodic (monthly, quarterly, annually, etc.) job schedules. The contractor shall support ad hoc job execution as requested by RMA users or systems staff.

- The contractor shall operate subsystems (data base management systems, servers infrastructure, operating system, dispatchers, and other system software) such that both interactive and batch applications are accessible for production use at all times. The contractor shall operate these subsystems to provide development, test, quality control, and acceptance of new and updated applications in accordance with schedule agreements. Development and test environments shall be available at all times, except as otherwise agreed by the contractor and the Government.

- The contractor shall ensure reliable system performance on servers and other system facilities within its direct control. The contractor shall monitor the performance of services that impact the RMA network and report any negative findings to the Government.

- The contractor shall test new and updated application systems, including performance testing, as provided elsewhere in the Task Order. The contractor and Government shall assess the performance impacts of any new or updated systems and agree to any revisions to system performance level requirements (response time, turnaround time, throughput). Final revision decisions are the Government's. The Government will modify the SLAs accordingly.

- The contractor and Government will assess performance impacts of new hardware and system software, as otherwise provided in the Task Order, and shall agree to any enhanced performance level requirements or other revisions. Final revision decisions are the Government's. The contractor and Government will assess the performance impacts of increased transaction volumes or shifts in demand patterns, and revise performance level requirements as with hardware and software updates and update the SLAs accordingly.

- The contractor shall install software, patches, or upgrades, modify tables or databases and assist RMA personnel in performing this function. The contractor shall act as a liaison between the software vendor and RMA's staff to facilitate resolution of technical problems.

- Perform nightly tape backups of the RMA servers in Kansas City. The contractor shall hand deliver the backup tapes to the off-site storage provider. The contractor shall place tapes that are stored on-site in the RMA storage cabinet located in the computer room and maintain all records regarding the whereabouts of all storage media at all times (including schedules for degaussing). Restores shall be simulated by testing back-up tapes monthly to assure backup files and data are recoverable. Tapes from these back up operations shall be included in the overall off-site storage of data.

- The contractor shall administer and manage the RMA databases for the legacy systems and the reengineered EITA system. The contractor shall use the RMA

provided database tools to provide this support. At a minimum, the contractor shall provide the following types of database support:

- Database construction
- Maintenance
- Back-ups
- Database space allocation
- Data warehousing

C.4.8.2.2 SYSTEM UPDATES AND SYSTEM INSTALLATIONS

The contractor shall maintain the hosting equipment; keep the system current; maintain system integrity, functionality, and; provide high quality service to the users. At a minimum, the contractor shall perform the following system updates and installation activities:

- Update system software as revisions are due or new software is required.
- Install and update server equipment.
- Update physical layout diagrams using agency approved modeling tool(s) detailing equipment and location.
- Update system documentation, including installation configurations for each host location.
- Update Installation documentation for each location.

C.4.8.3 SUBTASK 3 - NETWORK SUPPORT

The contractor shall perform the following Network Management activities.

C.4.8.3.1 NETWORK OPERATIONS

At a minimum, the contractor shall perform the following Network Operations functions:

- Ensure optimal performance of the network, to include monitoring and management of data traffic and load.
- Ongoing daily network administration task, e.g. passwords, user management, system file management, and server management.
- Manage the design, operating system, server configurations, physical and logical files, file permissions, directory services, and user accounts.
- Update system documentation as changes occur.
- Provide switch, router, and VLAN administration, configurations, and firmware upgrades.
- Administer all aspects of router design and edge router management – upgrade/maintenance is scheduled yearly.
- Update the inventory of equipment to reflect changes in components
- Install network components as changes occur
- Install network hardware

- Conduct network infrastructure site surveys
- Maintain network components to include maintenance agreements
- Install patches
- Maintain the network telecommunications configuration
- Perform maintenance on the third weekend of each month except as otherwise agreed by the Contractor and the Government. The contractor shall notify the entire RMA staff at least 3 weeks in advance.
- In the event of an emergency, the contractor shall notify the System Administration Branch (SAB) Chief immediately.
- The contractor shall ensure reliable system performance on internal networks, and dedicated long distance links (e.g., T1) and other system facilities within its direct control up to the boundary with shared public networks, e.g., dial-up or other shared communications links, and shared public or Government services such as external web sites. The contractor shall monitor the performance of shared communications links and servers that are outside its direct control and report any negative findings to the Government.

C.4.8.3.2 NETWORK UPDATES AND SYSTEM INSTALLATIONS

The contractor shall maintain the network equipment; keep the system current; and maintain system integrity, network functionality, and; provide high quality service to the users. At a minimum, the contractor shall perform the following system updates and installation activities:

- Update system software as revisions are due or new software is required.
- Install and update network equipment.
- Update physical layout diagrams using agency approved modeling tool(s) detailing equipment and cable routes.
- Update system documentation, including installation configurations for each network location.
- Update Installation and wiring documentation for each location.
- Update and maintain router access lists and controls.

C.4.8.3.3 NETWORK MONITORING, PERFORMANCE MEASUREMENT, AND TESTING

The contractor shall perform the following monitoring activities and report the results in a Network Monitoring Report.

- Monitor router uptime expressed as the percentage of operational time over the reporting period and the number of times the router was not operational.
- Report on all routers pertinent to RMA including those routers the contractor maintains for RMA employees and customers.
- Report on routers maintained by intermediary organizations outside the control of the contractor but used by RMA traffic and visible to network monitoring tools.

- Count and use all down time in the percentage calculations, including regularly scheduled and planned maintenance.
- Conduct engineering studies and performance testing and measurement of RMA networks in order to identify performance vulnerabilities and weaknesses. The contractor shall recommend system configuration (equipment and software) updates to promote efficient and effective performance. The contractor shall document the results quarterly in a Network Performance Recommendation Report**.**

C.4.8.3.4 NETWORK EQUIPMENT MAINTENANCE AND REPLACEMENT

The contractor shall provide the following RMA network equipment maintenance activities. The contractor shall provide repair support during working hours, which is usually 6 AM to 5 PM central time and on call support 24 hours/day, 7 days/week.. The contractor shall respond to all calls within one hour, either in person or by phone. The contractor shall continuously monitor RMA networks as specified in the SLAs and shall respond to and remediate anomalies detected by network monitoring:

- Provide on-site maintenance for the LAN/WAN system, including switches, routers, cabling, etc.
- Monitor the network, update the system regularly, and keep the system operational and fully functional.
- Provide maintenance (including subcontracting) through Tier 1 network manufacturers and maintenance providers.
- Provide service needed (including subcontracting) to ensure continued RMA network operation (e.g., specialized support from network appliance vendors).
- Provide router and switch maintenance for all items under OEM (Original Equipment Manufacturer) maintenance.
- Use online network tools to maintain an inventory of the network and its user devices.
- Provide periodic inventory reports, including assets that require maintenance as their OEM maintenance expires and deletion of items no longer in service. The contractor shall post these changes to RMA's inventory/procurement software system.
- The contractor shall maintain equipment maintenance records and conduct routine maintenance reviews.
- The contractor shall provide service maintenance contracts and renew licenses and warranties as-needed.
- The contractor shall maintain agency maintenance inventories (including subcontracting) - hard copy, soft copy, downloadable assets, CD, DVD, etc.- of licenses, warranties, software pass codes, and vendor service level agreements.
- The contractor (and any maintenance subcontractors) shall perform hardware maintenance in accordance with all warranty and manufacturer standards. Spare parts shall be kept on-site and used as needed. Where applicable, hardware maintenance shall be performed on site by the maintenance technician as part of the support services contract. Where applicable, warranty services shall be coordinated with manufacturers or resellers.

C.4.8.4 SUBTASK 4 - AUTOMATED SOFTWARE DISTRIBUTION

The contractor shall utilize automated remote software distribution of COTS and RMA Business Applications over the network directly onto designated platforms with minimal user productivity impact. The contractor shall create automated software distribution scripts.

C.4.8.5 SUBTASK 5 - COTS MAINTENANCE

The contractor shall provide the following COTS maintenance support in accordance with the terms of the COTS license agreements:

- Provide renovation, corrective action, vendor patch installation, and version updates to existing RMA COTS software. The contractor shall keep the system current, maintain LAN/WAN and server platforms functionality, and ensure continued high quality service to users.

  Provide software security patches in a timely and efficient manner based on RMA security requirements and FedCIRC requirements. The contractor shall respond to identified vulnerabilities and apply appropriate protection. The contractor shall monitor the global incidence of malicious software and promptly respond to any incidents with the potential to impact RMA systems.

- Provide ongoing service of all maintenance agreements for software and hardware and ensure timely arrangements to prevent any break in service for those tools.

C.4.8.6 SUBTASK 6 - IT ASSET PROCUREMENT AND MANAGEMENT

The contractor shall analyze RMA requirements and deliver a Procurement Requirements Analysis Document to the Government with the results. At a minimum this document shall contain the following information:

- Recommend hardware/software item with version and release
- Provide justification for sole-source purchases
- Compliance with Section 508 of the Rehabilitation Act, as amended (29 U.S.C. 794d) as applicable
- Reason for the purchase
- Sources of the requirements analysis
- Cost of the item
- Potential risks with the item
- Licensing and warranty terms
- Value to the Government of the item

After Government approval, the contractor shall procure hardware, software, and telecommunications components in support of this task order. The contractor shall procure

hardware and software components, to include but not limited to: Web related components, maintenance services, subscriptions, licenses, warranties, and agreements.

The contractor shall use Magic for procurement requests, approvals, inventory management and approvals. Government support teams shall have access to Magic and have the ability to initiate or review the status of procurement actions.

The contractor shall design and implement a robust asset inventory process including cost information that would permit RMA to assess infrastructure asset values or calculate relative depreciation of these assets.

Once procured HW and SW is in hand, the contractor shall be responsible for maintaining a dynamic asset inventory that includes make, model, serial number, year purchased, cost, service agreement, and other germane information. CIO staff shall have full access to this data.

C.4.9 TASK 9 – MAINTENANCE OF PRODUCTION APPLICATIONS AND DATABASES

Initially maintenance activities will include both legacy and recently reengineered RMA business systems. As this task order will be undertaken well into a reengineering effort, the contractor shall be afforded a reasonable timeframe to become familiar with legacy systems as well as documentation, production processes, and code delivered in the first and second phases of the reengineering.

The contractor shall operate and maintain RMA business systems including, but not limited to: batch processes, operating procedures (scripts), stored procedures, web applications, files, and data bases in support of the Agency's mission. Application lifecycle management changes, including emergency fixes, shall be managed and approved through the Agency's CM processes. All changes will be controlled within Visual Studio Team System / Team Foundation Server for new applications and Synergy for the legacy systems. Performance shall be in accordance with the SLAs. The contractor and Government will baseline and document metrics after task order award. The Government-provided SLAs will be revised to reflect these results. The contractor shall ensure that these performance criteria are met. The contractor shall perform the following in support of RMA business systems:

a. The contractor shall maintain appropriate segregation of duties when tasking its employees, i.e. the same individual should not control processes at multiple junctures in the development, test, and production process.

b. The contractor shall assure that the RMA SDLC is followed when maintaining or testing application systems.

c. The contractor shall assure that all employees follow RMA Change Management policies and procedures in maintaining, testing, and deploying system components.

d. The contractor shall control production runs of batch applications in accordance with RMA-provided operating procedures and business schedules, and any additional policies and procedures provided during over the life of the Task Order as new and updated application systems are deployed in production. The contractor shall also monitor and control the operation of non-batch applications following RMA policies and procedures.

e. The contractor shall perform production control functions to include: operator initiated processes, processes that run automatically under cron or other automated job scheduling facilities, restarts of abnormally terminated jobs initiated by either the operator or scheduler, and the addition or removal of processes to the scheduler. Processes may be initiated daily on demand or on a scheduler as part of cyclical operations (monthly, quarterly, annually, etc.). The contractor shall retain electronic logs generated by business applications for a minimum of 12 months. For processes initiated by the operator (either manually or as a restart), the contractor shall create and maintain an electronic log that contains the date and time the process was executed, the CR or individual authorizing the process, and the final dispensation. The operations log shall be retained for a minimum of 12 months.

f. Components migrated to test and production shall be tested so there is a reasonable assurance they will process as required for multiple cycles until business rules change or the underlying DBMS or operating software version is upgraded.

g. Substantive changes to business systems shall be integration tested to assure both upstream and downstream processes are not negatively impacted. Changes that impact high traffic, or high resource applications shall be appropriately stress and performance tested. Integration and stress test results will be provided to the CIO CM Manager and significant performance variances noted. The contractor and Government shall assess the performance impacts of any new or updated systems and agree to any revisions to system performance level requirements before migration to production occurs. Final revision decisions are the Government's. The Government will modify the SLAs accordingly.

h. The contractor shall assure complete coordination between its infrastructure and application systems teams so the Government is kept apprised of environmental changes or shutdowns that will impact the Government's ability to do business including meeting key business deadlines. Development, test, and production environments shall be available at all times, except as otherwise agreed by the contractor and the Government.

i. Manual database changes shall be an exception performed only under extreme conditions. No such change shall be undertaken or facilitated by the contractor without documentation as to what was modified, why, and the approving party via the Agency's CM system and processes.

j. Once reengineered systems are in steady state, as defined by OMB 300, the contractor shall perform regular updates in the form of software development and enhancement. Changes occur each crop year involving different insurance products, terms and conditions, and other functional changes. Generally, there may be between 12-16 new risk management products,

e.g., insurance policies for crops not previously covered, the contractor shall also implement these processes as released.

k. In the event key business processing timeframes cannot be met, the contractor shall provide technical alternatives, short-term solutions, or workarounds to facilitate the Agency's mission.

l. The contractor shall correct software problems with newly-developed code and the legacy systems in order to continue efficient operations of the systems. The contractor shall use Agency Change and Configuration Management tools to integrate and manage Configuration Control Board approved software changes.

m. The contractor shall maintain an up-to-date electronic copy of operating instructions for all business applications, subsystems, and systems maintained or developed over the life of the contract. Instructions should detail the inventory of applications, databases, files, and other component parts utilized in the process, as well as restart and recovery instructions.

n. All legacy systems described in section C.2.3.8.9 are scheduled for shutdown between the present date and FY 2013. The contractor shall execute Government approved plans to enable a graceful shutdown that includes retirement and disposal of code assets and recovery, conversion, and migration of data.

o. Deliverables for this task shall consist of revised code, scripts, databases, and other objects and their byproducts (reports, screens, files) as directed in authorized change requests.

C.4.10 TASK 10 – SYSTEMS DEVELOPMENT PROJECTS

C.4.10.1 SUBTASK 1 - GENERAL SYSTEMS DEVELOPMENT PROJECTS

The RMA SDLC is the framework used to guide all RMA IT projects, pilots and prototypes. It is applicable regardless of sponsor, contractor, project size, methodology, system/project classification, or technology used. The RMA SDLC focus is on IT projects.

The RMA SDLC requires the use of a best practice project management methodology (e.g., PMI's Project Management Body of Knowledge [PMBOK]). The requirement to use a best practice project management methodology is intended to increase the probability of successful project completion.

The RMA SDLC contains eight phases (Initiation, Planning, Analysis, Design, Construction, System Test, Implementation and Steady State). The contractor shall complete one phase before beginning a subsequent phase. Each RMA SDLC stage is associated with specific exit criteria that shall be satisfied before a project proceeds to the next stage. Exit criteria are presented in question format and categorized by domain (e.g. project management, enterprise architecture) in order to provide content-centered guidance rather than merely a checklist of artifacts to be completed. It is critical to understand that the determination of project readiness to transition to

the next stage is made by satisfactory compliance with the content of the exit criteria, NOT by the evidence of artifacts produced. Contractor System Integrators, Project Managers, and system development leads shall review the exit criteria at the start of each SDLC stage and plan the stage activities accordingly to ensure successful completion of the exit criteria and to avoid rework or delays.

The RMA SDLC process is governed through stage reviews that provide the opportunity to assess project progress against defined exit criteria. These reviews provide a decision point or mechanism for management to determine how and if a project should proceed (e.g., does more work need to be done before the project is ready to enter the next stage of the life cycle?). Stage reviews hall be conducted at fixed points in the system life cycle and have a specific list of participants and evaluation criteria.

Factors critical to successful stage reviews are as follows:

- Each stage review must be conducted as a formal process. As such, each review will include formal presentations which detail how the required exit criteria were sufficiently met.
- All exit criteria for each stage review must be fulfilled regardless of the artifacts produced.
- The stakeholders of the products produced in a stage must attend, review, and sign-off on stage completion. The Project Manager in conjunction with the CIO must review any significant issues identified, assess the impact to the project, and determine if proceeding to the next stage is desirable. This is to ensure that the next stage can effectively begin and to minimize the need to return to a previous stage to correct incomplete artifacts.
- At each stage review, evidence must be provided that clearly substantiates the successful completion of the exit criteria. For example, in testing requirements, tests must successfully produce the required results to be used as evidence of "successfully" meeting the exit criteria. The act of testing in itself is not sufficient evidence if tests fail to produce required results.

The SDLC requirements are listed and explained by each phase and summarized in Appendix C of the SDLC Policy document (See *List of Attachments, J2-4*). The Contractor's approach shall fully align with the RMA SDLC. The following deliverables shall be produced by the contractor depending on the stage of the effort:

- Mission Needs Statement
- Architecture Blueprint
- Alternatives Analysis
- Performance Reference Model
- Preliminary Budget and Staffing Plan
- Stakeholder High Level Needs Assessment
- Business Process Models
- Business Analysis Model
- Concept of Operations Plan
- Risk Management Plan

- Updated Life Cycle Cost Projections
- Project Schedule Milestones
- Security Plan
- Detailed Enterprise Architecture Plan
- Detailed Project Plan & Project Schedule
- System Engineering Management Plan
- System Test Plan
- Quality Assurance Plan
- UML Function/Activity & Business Process Modeling Notation (BPMN) Process Models
- Systems Requirements Specification
- Functional Requirements Specification
- Threat Modeling Documentation
- Entity-relationship diagrams, process hierarchy diagrams, process dependency diagrams
- Software Security Requirements
- Software Requirements Document
- Project Status Reports
- Process logic and action diagrams, data model to business function matrix business algorithms, entity lifecycle diagrams, and entity state change matrices
- Quarterly or Monthly Reports
- System and Unit Test Plans
- Systems Design Document
- Software Development Plan
- Software Architecture Design Document
- High Level Software Design Document
- Detailed Software Design Document
- Integration Test Plan
- External Interface Agreements
- Data Requirements Document
- System/Subsystem Specifications Document
- Program Specifications Document
- Database Specifications Document
- Logical Data Models and Schemas
- Data Dictionary
- Code Walkthrough Documentation
- Detailed Integration Test Plans
- Transition Plan
- User Manual
- Operator Manual
- System Operations Manual
- Training Manual
- Preliminary System Test Results
- Integration Test Results

- Security Plan (updated)
- Privacy Impact Assessment

As stated previously, RMA's policy is to use COTS applications and platforms as much as possible. To that end, RMA maintains licenses for the following development tools of choice:

- Office 2010
- InfoPath
- SharePoint 2010 / SP LINQ
- Customer Relationship Management (CRM)
- Visual Studio 2010
- Visual Studio Team System / Foundation Server
- SQL Server 2008
- ESRI ArcGIS

C.4.10.2 SUBTASK 2 - INFORMATION TECHNOLOGY MODERNIZATION (ITM) PROJECT

As this task order will be undertaken well into a reengineering effort, the contractor shall be afforded a reasonable timeframe to become familiar with documentation, production processes, and code delivered in Phase I and Phase II of the effort and their relationship to Phase III to be completed under Task 10. The contractor shall complete work related to:

- Financial Applications RO Exceptions (except Written Agreements)

At this time, there are two systems planned:

1. **Corporate Financial System:** Any and all subsystems, applications, stored procedures, database loads, bridges, interfaces, databases, operating instructions, or other custom objects, customized COTS, or business data used to:

    a. Establish, record, update, and report on subsidiary ledger entries, aggregate entries, and create and store summary journal vouchers for each financial cycle (daily, weekly, monthly, quarterly, or yearly);
    b. Reconcile the AIP's Book of Business (all transactions processed by a private industry concern for a given reinsurance year);
    c. Track, record, update, report, record and adjust escrow payments;
    d. Record and maintain the legal Plan of Operations used to record and track the Agency's gain/loss ratio and accordant financial transactions;
    e. financial reviews;
    f. FFIS, Treasury, NFC, NITC, interfaces;
    g. Year-end financial and audit activities; and
    h. Any reporting or transactions of agency financial events including pilot programs NOT part of the debt tracking system.

2. **Debt Tracking System:** Any and all subsystems, applications, stored procedures, database loads, bridges, interfaces, databases, operating instructions, or other custom objects, customized COTS, or business data used to:

    a. Establish, record, update, and report on debts owed the agency, corporation, or its industry partners;
    b. Establish, record, update, and report on program eligibility based on debt or other activities;
    c. Report or write off debts to credit bureaus, the IRS, or credit reporting agencies; and
    d. IRS, SSA, NFC, interfaces related to debt processing.

Following is a list of known financial applications:

Accounting Database Design
Cash Management
Debt Management
AIP Reconciliation
Company Review and Financial Analysis
General Ledger Interface
Plan of Operations
Escrow
Ineligible tracking
Accounting Reports

In addition to the financial systems, Task 10 shall include a subset of applications needed by RMA's field offices references as "RO (Regional Office) Exceptions". One subsystem in the RO Exceptions System has already been completed (Written Agreements). Following is a list of known applications:

RO Exceptions

RO Experience Database Design
Added Land Application
Good Farming Practice Application
Large Claims Application
Yield Documentation Application
Actuarial Change (Written Agreements)
Hybrid Seed Application
NAD/Administrative Review
Nursery
Exception Request – General

Requirements may have been collected and documented for portions of the items above. RMA will make available all documentation from the previous effort including any design documents.

The contractor shall re-engineer the financial and RO Exception legacy applications and systems providing product that will integrate with existing applications in production, while considering the effort part of an enterprise-wide solution integrating applications, technologies and data structures. The contractor shall provide an EITA – ITM Project Software Development Plan (SDP) and provide updates to the plan as changes occur**.** The Plan shall contain the following at a minimum:

- A detailed description of the contractor's methodology by SDLC activity.
- A detailed WBS with intermediate deliverables for Government review.
- A detailed schedule with updates as appropriate.
- Activity List.
- Project Network Diagram of activities.

The RMA SDLC permits the following development methodologies: Waterfall Development Model, Spiral Development Model and Incremental Development Model.

The new applications will be based on Microsoft .NET technology and utilize the Microsoft COTS infrastructure to provide an integrated system and avoid unnecessary coding.

C.4.10.3 SUBTASK 3 - CONTINGENCY DEVELOPMENT PROJECTS

The contractor shall perform special, short term projects as they are needed in support of the RMA mission. The contractor shall provide document, software, or data deliverables appropriate to each special project. Prior to initiation of any contingency development project, the Contractor shall provide a cost and schedule estimate, predicated upon an agreed upon (with the Government) scope of activities. Upon approval of the plan and estimate by the Government, the Contractor shall initiate work.

C.4.10.3.1 HIGH IMPACT PROJECT SUPPORT

In the event of natural disasters, Congressional inquiries, class action court cases, high-visibility fraud investigations, industry disputes, and the like, RMA requires specialized IT support that may not be aligned with specific business systems. The Agency requires a highly skilled technical team that can provide innovative solutions to complex business problems within an abbreviated timeframe. Activities may be short or long-term. The contractor may be required to present findings on behalf of the Agency and to work with IT and business partners to facilitate solutions. Activities may include all facets of systems development as well as work requiring specialized skills (data mining, pattern recognition, "What-If?" forecasting, etc.). Activities may be high visibility and mission critical.

C.4.10.3.2 IMPLEMENTATION OF LEGISLATIVE, INDUSTRY, AND/OR BOARD DERIVED PRODUCTS

Each year, there are approximately ten new risk management products released to industry; e.g., insurance policies for crops not previously covered. Ongoing and new legislation often requires RMA to implement new products or risk management methodologies within an abbreviated timeframe. Products can also be introduced by the industry or Board of Directors. The Contractor shall analyze new, modified, or proposed products on request to determine similarities between submitted products and existing products and to determine and document the viability, timeframe, and impact of technical implementation. After reviewing the contractor's analysis, RMA may determine to abandon, modify, or implement the product. The contractor shall implement RMA-approved changes to RMA systems as these products are released.

C.4.10.3.3 TECHNOLOGY ADVANCEMENT

The Government is interested in remaining current and knowledgeable in the latest industry trends that affect the information technology provided to their customers. When requested, the contractor shall provide White Papers and Briefings to RMA management that includes the following information:

- The latest industry trends in the functional areas supported under this task order. The contractor shall provide suggestions for change to the operation and configuration of the infrastructure environment, as appropriate and as required, that will ensure that RMA remains current, efficient, and effective and so that the users continue to receive a high level of quality support. The white paper should include a cost benefit analysis of the suggested change.

- Research and identification of system requirements and recommendations of technology solutions to RMA's CIO staff.

- Research and investigation of new technologies and their possible use with RMA systems. Services shall include ongoing evaluation of current technology, platforms, and operations to seek improvement and optimal RMA business processes. The contractor shall identify and recommend best practices and best technology for RMA needs and responsibilities. For example, RMA has recently incorporated GIS technologies into its business application and expects to expand the use of this and other technologies such as Precision Farming.

Where functional or performance problems appear (or approximately twice a year), the contractor shall provide RMA with technology evaluations regarding specific issues such as areas of possible cost savings or state of art IT approaches that would improve performance or reduce costs. The contractor shall evaluate system performance in conjunction with communications and application performance. The contractor shall work with system administrators to analyze the performance of USDA RMA developed applications, to include determining effects on server and network capacity as applications are deployed.

C.5 SECTION 508 COMPLIANCE REQUIREMENTS

Unless the Government invokes an exemption, all EIT products and services proposed shall fully comply with Section 508 of the Rehabilitation Act of 1973, per the 1998 Amendments, 29 U.S.C. 794d, and the Architectural and Transportation Barriers Compliance Board's Electronic and Information Technology Accessibility Standards at 36 CFR 1194. The contractor shall identify all EIT products and services proposed, identify the technical standards applicable to all products and services proposed and state the degree of compliance with the applicable standards. Additionally, the contractor must clearly indicate where the information pertaining to Section 508 compliance can be found (e.g., Vendor's or other exact web page location). The contractor must ensure that the list is easily accessible by typical users beginning at time of award.

To ensure that everyone with disabilities has access to and use of information and data, comparable to that of the employees and members of the public without disabilities, all deliverables must meet the standards regulated by Section 508 of the Rehabilitation Act of 1973, available at: http://www.section508.gov.
All electronic and information technology (EIT) procured through this effort must meet the applicable accessibility standards of 36 CFR 1194. 36 CFR 1194 implements Section 508 of the Rehabilitation Act of 1973. Furthermore, all deliverables:

1. Shall be submitted in Portable Document Format (PDF)
2. Shall be error-free when checked on these accessibility factors:
    a. Alternative descriptions provided
    b. Text language is specified
    c. Reliable character encoding is provided
    d. All content is contained in the document structure
    e. All form fields have descriptions
    f. Tab order is consistent with structure order
    g. List and table structure is correct

NOTE: Section D of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

D.1 PRESERVATION, PACKAGING, PACKING, AND MARKING

The contractor shall deliver all electronic versions by email and CD-ROM as well as placing in the RMA designated repository. Identified below are the required electronic formats, whose versions must be compatible with RMA's software licenses.

- Text — Microsoft Word
- Spreadsheets — Microsoft Excel
- Briefings — Microsoft PowerPoint
- Drawings — Microsoft Visio, MEGA
- Schedules — Microsoft Project

NOTE: Section E of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

E.1 FAR CLAUSES INCORPORATED BY REFERENCE

The following clauses apply to this task order. Upon request the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this address: http://acqnet.gov/far/index.html

CLAUSE #	CLAUSE TITLE	DATE
52.246-3	Inspection of supplies – Cost reimbursement	May 2001
52.246-5	Inspection of services – Cost reimbursement	Apr 1984
52.246-8	Inspection of R&D – Cost reimbursement	May 2001

E.2 PLACE OF INSPECTION AND ACCEPTANCE

Inspection and acceptance of all work performance, reports and other deliverables under this Task Order shall be performed by the FEDSIM COR at 2100 Crystal Drive, Alexandria VA 22202 and the RMA TPOC at 6501 Beacon Drive, Kansas City, Missouri 64133.

E.3 SCOPE OF INSPECTION

All deliverables will be inspected for content, completeness, accuracy and conformance to Task Order requirements by the FEDSIM COR. Inspection may include validation of information or software through the use of automated tools, testing or inspections of the deliverables, as specified in the Task Order. The scope and nature of this inspection will be sufficiently comprehensive to ensure the completeness, quality and adequacy of all deliverables.

The Government requires a period not to exceed 15 work days after receipt of final deliverable items for inspection and acceptance or rejection.

E.4 BASIS OF ACCEPTANCE

The basis for acceptance shall be compliance with the requirements set forth in the Task Order, the contractor's proposal and other terms and conditions of the contract. Deliverable items rejected shall be corrected in accordance with the applicable clauses.

For software development, the final acceptance of the software program will occur when all discrepancies, errors or other deficiencies identified in writing by the Government have been resolved, either through documentation updates, program correction or other mutually agreeable methods.

Reports, documents and narrative type deliverables will be accepted when all discrepancies, errors or other deficiencies identified in writing by the Government have been corrected.

If the draft deliverable is adequate, the Government may accept the draft and provide comments for incorporation into the final version.

All of the Government's comments to deliverables must either be incorporated in the succeeding version of the deliverable or the contractor must demonstrate to the Government's satisfaction why such comments should not be incorporated.

If the Government finds that a draft or final deliverable contains spelling errors, grammatical errors, improper format, or otherwise does not conform to the requirements stated within this Task Order, the document may be immediately rejected without further review and returned to the contractor for correction and resubmission. If the contractor requires additional Government guidance to produce an acceptable draft, the contractor shall arrange a meeting with the FEDSIM COR.

E.5 DRAFT DELIVERABLES

The Government will provide written acceptance, comments and/or change requests, if any, within 10 work days (unless specified otherwise in section F) from Government receipt of the draft deliverable. Upon receipt of the Government comments, the contractor shall have 10 work days to incorporate the Government's comments and/or change requests and to resubmit the deliverable in its final form.

E.6 WRITTEN ACCEPTANCE/REJECTION BY THE GOVERNMENT

The Contracting Officer (CO)/Contracting Officer's Representative (COR) shall provide written notification of acceptance or rejection of all final deliverables within 15 work days (unless specified otherwise in section F). All notifications of rejection will be accompanied with an explanation of the specific deficiencies causing the rejection.

E.7 NON-CONFORMING PRODUCTS OR SERVICES

Non-conforming products or services will be rejected. Deficiencies will be corrected, by the contractor, within 10 work days of the rejection notice. If the deficiencies cannot be corrected within ten (10) work days, the contractor will immediately notify the FEDSIM COR of the reason for the delay and provide a proposed corrective action plan within 10 work days.

If the contractor does not provide products or services that conform to the requirements of this task order, the Government will document the issues associated with the non-conforming products or services in the award fee determination report and there will be an associated reduction in the award fee.

NOTE: Section F of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

F.1 FAR CLAUSES INCORPORATED BY REFERENCE

The following clauses apply to this task order. Upon request the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this address: http://acqnet.gov/far/index.html

Only include those clauses from the table below that are appropriate to the order as well as those additional clauses that apply.

CLAUSE #	CLAUSE TITLE	DATE
52.211-8	Time of delivery	Jun 1997
52.211-8	Alternate III	Apr 1984
52.242-15	Stop-work order	Aug 1989
52.242-15	Alternate I	Apr 1984

F.2 PERIOD OF PERFORMANCE

The period of performance for this Task Order is 5 years, which includes a 12 month base period and the ability to exercise four, one-year options.

F.3 PLACE OF PERFORMANCE

The primary place of performance is at USDA RMA, 6501 Beacon Drive, Kansas City MO 65133-4675. In addition, the contractor shall perform at USDA Headquarters South Building (1400 Independence Avenue, Washington DC 20250. Occasional long distance travel may be required, supported by CLIN 0004.

F.4 DELIVERABLES

The following schedule of milestones will be used by the FEDSIM COR to monitor timely progress under this Task Order. The Contractor shall deliver the deliverables listed in the table below. All references to days are in terms of Government Workdays.

The following abbreviations are used in this schedule:
NLT: No Later Than
TOA: Task Order Award
DOA: Date of Award
IAW: In Accordance With
SDLC: System Development Life Cycle
SPD: Software Development Plan
IDEF Integrated Definition Language
CIMS Comprehensive Information Management System

MILESTONE/DELIVERABLE	CLIN Number	PWS Reference	PLANNED COMPLETION DATE
Project Start (PS)			At TOA
TASK 1 – PROGRAM MANAGEMENT SUPPORT			
Kickoff Meeting	[0-4]001	C.4.1.1	Within 5 days of TOA
Monthly Status Report	[0-4]001	C.4.1.2	By the 10th of each month
Program Management Plan – Draft	[0-4]001	C.4.1.3	NLT 10 days after kickoff meeting
Program Management Plan - Final	[0-4]001	C.4.1.3	10 days after receipt of Government Comments
Quarterly Program Review Briefing	[0-4]001	C.4.1.4	Quarterly
Meeting Minutes	[0-4]001	C.4.1.5	NLT 2 days after meeting
Trip Reports	[0-4]001	C.4.1.6	NLT 5 days after travel
Problem Notification Reports	[0-4]001	C.4.1.7	NLT 3 work days after problem identification
Transition-In Plan	[0-4]001	C.4.1.8, H.13	NLT 5 days after TOA
Transition-Out Plan	[0-4]001	C.4.1.8	NLT 90 days prior to expiration of the task order
TASK 2 – EA SUPPORT			
Business Process Diagrams w / Narrative Descriptions	[0-4]001	C.4.2	Initiation Phase of SDLC
Data Dictionary	[0-4]001	C.4.2	Design Phase of SDLC
Entity Relationship Diagrams	[0-4]001	C.4.2	Analysis Phase of SDLC
Application Architecture Diagrams (Current and Target)	[0-4]001	C.4.2	Design Phase of SDLC
Technology Inventory with standards profile	[0-4]001	C.4.2	Design Phase of SDLC
Server and Network Inventory	[0-4]001	C.4.2	Design Phase of SDLC
Architecture Reviews	[0-4]001	C.4.2.3	SDLC Phase Gate Reviews
Actionable Deliverables- Future State Roadmaps (Data, Application, Infrastructure, Business), Project Standards & Principles, Sequencing Plans, Strategy Maps, Heat Maps and Reference documents			As Needed - Actionable Deliverables that drive change; enable senior executives, as well as business and IT leaders to drive business and IT change
Enabling Deliverables – Current State Models, Trend/gap Analysis, Future Requirements			As Needed - Deliverables composed of information that provides input to diagnostic deliverables
Diagnostic Deliverables – Future-state models (Business process models, business capability models, Data/Database/ Information models and interfaces, Application models and interfaces, Development patterns, Infrastructure patterns, Technology Services, technology standards and Solution models)			As Needed - Designed to enable enterprise architects, solution designers, program/project managers or business managers to analyze the impact of different decisions in response to business disruption or business opportunity.
Measurable Deliverables – Program and project Metrics			Quarterly - Measure the direct and indirect impact of EA on the business
Application Interface Diagram A-7 – System/Application Evolution Diagram			See Architecture Reviews - USDA/OMB Partial List of Project Deliverables

MILESTONE/DELIVERABLE	CLIN Number	PWS Reference	PLANNED COMPLETION DATE
TASK 3 CPIC SUPPORT			
Alternatives Analysis by Investment	[0-4]001	C.4.3	Annually, on January 15th
Operational Analysis by Investment	[0-4]001	C.4.3	Annually, on January 15th
Spreadsheet of Hardware Licenses for BY +2	[0-4]001	C.4.3	Annually, on May 15th
Spreadsheet of Software Licenses for BY +2	[0-4]001	C.4.3	Annually, on May 15th
Spreadsheet of Service Agreements for BY +2	[0-4]001	C.4.3	Annually, on May 15th
AAR Detailed HW/SW List by System, by Investment for BY+1	[0-4]001	C.4.3	Annually, on July 15th
Spreadsheet of Hardware Licenses for BY + 1	[0-4]001	C.4.3	Annually, on July 15th
Spreadsheet of Software Licenses for BY + 1	[0-4]001	C.4.3	Annually, on July 15th
Spreadsheet of Service Agreements for BY + 1	[0-4]001	C.4.3	Annually, on July 15th
Spreadsheet of anticipated lifecycle replacement items and costs for BY + 1	[0-4]001	C.4.3	Annually, on July 15th
Spreadsheet of Hardware Licenses for PY	[0-4]001	C.4.3	Annually, on December 15th
Spreadsheet of Software Licenses for PY	[0-4]001	C.4.3	Annually, on December 15th
Spreadsheet of Service Agreements for PY	[0-4]001	C.4.3	Annually, on December 15th
Spreadsheet of actual labor costs by system for PY	[0-4]001	C.4.3	Annually, on December 15th
Spreadsheet of actual labor costs by infrastructure activity for PY	[0-4]001	C.4.3	Annually, on December 15th
Section 508 Review	[0-4]001	C.4.3	As needed.
Justifications and metrics to support tech and business decisions	[0-4]001	C.4.3	As needed.
Support for 4-6 random Data calls each year	[0-4]001	C.4.3	As needed.
Cost Benefit Analysis by Investment	[0-4]001	C.4.3	As needed.
Asset Capitalization	[0-4]001	C.4.3	Quarterly on April10, July 10, October 10, and January 10
Asset Work in Progress	[0-4]001	C.4.3	Quarterly on April10, July 10, October 10, and January 10
TASK 4 – PROJECT MANAGEMENT SUPPORT			
Large Scale Project Deliverables	[0-4]001	C.4.4	In accordance with SDLC guidance.
Small Scale Projects	[0-4]001	C.4.4	In accordance with SDLC guidance.
Active DM&E Projects	[0-4]001	C.4.4	
Component Project EVM			3rd business day of each month
Integrated Master Schedule (IMS)			3rd business day of each month
Fully Resource and Dependency Loaded MS Project File			3rd business day of each month
Work Measures			3rd business day of each month
Work Measurements			3rd business day of each month
Cost Account (CA) Budgets			3rd business day of each month

MILESTONE/DELIVERABLE	CLIN Number	PWS Reference	PLANNED COMPLETION DATE
Project Schedule	[0-4]001	C.4.4	At project onset, or change in BAC / significant project component; also every other March starting in 2012
Organizational Breakdown Structure (OBS)	[0-4]001	C.4.4	At project onset, or change in BAC / significant project component; also every other March starting in 2012
Work Breakdown Structure (WBS)	[0-4]001	C.4.4	At project onset, or change in BAC / significant project component; also every other March starting in 2012
Project Budget	[0-4]001	C.4.4	At project onset, or change in BAC / significant project component
Project Plan	[0-4]001	C.4.4	At project onset, or change in BAC / significant project component; also every other March starting in 2012
Risk Inventory / Risk Assessment	[0-4]001	C.4.4	At project onset, or change in BAC / significant project component; also every other March starting in 2012
Work Authorization Document (WAD)	[0-4]001	C.4.4	At project onset, or change in BAC / significant project component; also every other March starting in 2012
Responsibility Assignment Matrix (RAM)	[0-4]001	C.4.4	At project onset, or change in BAC / significant project component; also every other March starting in 2012
Contractor Organization Chart			Every other March starting in May 2012
Indirect Cost Management			Every other March starting in May 2012
WBS / OBS Integration			Every other March starting in May 2012
TASK 5 – IT SECURITY SUPPORT			
List of exceptions to security, enterprise architecture, and/or configuration mgmt requirements	[0-4]001	C.4.5.2	Monthly
Updated disaster recovery or IT contingency plans	[0-4]001	C.4.5.4	As needed, no less than annually
DR/Contingency plans for contractor operations	[0-4]001	C.4.5.4	Annually
TASK 6 – CONFIGURATION AND CHANGE MANAGEMENT			
Total Production Deployments by Project and Summed for the Month	[0-4]001	C.4.6	Monthly
Total New CRs by Project and Summed for the Month	[0-4]001	C.4.6	Monthly
Total New Emergency CRs by Project and Summed for the Month	[0-4]001	C.4.6	Monthly
Total CRs by Project with More Than One Associated Deployment for the Month	[0-4]001	C.4.6	Monthly
TASK 7 – END USER SUPPORT MANAGEMENT			
Ticket reports	[0-4]001	C.4.7.1	15th of each month
Status Report of training occurrences	[0-4]001	C.4.7.2	Monthly
TASK 8 – SYSTEMS ADMINISTRATION			
System Updates and System Installations	[0-4]001	C.4.8.2.2	As needed, but no less than annually
Updated physical layout diagrams			

MILESTONE/DELIVERABLE	CLIN Number	PWS Reference	PLANNED COMPLETION DATE
Updated system documentation			
Updated installation documentation			
Network Updates and System Installations	[0-4]001	C.4.8.3.2	As needed, but no less than annually
Updated physical layout diagrams			
Updated system documentation			
Updated installation documentation			
Network Monitoring Report	[0-4]001	C.4.8.3.3	Monthly
Network Performance Recommendations Report	[0-4]001	C.4.8.3.3	Monthly
Periodic Inventory Reports	[0-4]001	C.4.8.3.4	Monthly
Procurement Requirements Analysis Document	[0-4]001	C.4.8.6	As needed
TASK 9 – MAINTENANCE OF PRODUCTION APPLICATIONS AND DATABASES			
Operating Instructions for Applications	[0-4]002	C.4.9	Monthly
TASK 10 – SYSTEMS DEVELOPMENT PROJECTS			
SDLC Deliverables	[0-4]003	C.4.10.1	By SDLC Phase as identified in section 4.2.2.
ITM Project Software Development Plan	[0-4]003	C.4.10.2	Within 15 days of task order award
Cost and schedule estimates for projects	[0-4]003	C.4.10.3	10 days from identification of new project

F.5 PLACE(s) OF DELIVERY

Unclassified deliverables and correspondence shall be delivered to the GSA Contracting Officer (CO) and Contracting Officer's Representative (COR) at the address below:

GSA FAS AAS FEDSIM
ATTN: Laurel Weiskopf, CO
1800 F Street, NW
Washington , DC 20006
Telephone: (703) 605-5721
Email: laurel.weiskopf@gsa.gov

GSA FAS AAS FEDSIM

ATTN: Kara Parker, COR
1800 F Street, NW
Washington, DC 20006
Telephone: (571) 201-6756
Email: kara.parker@gsa.gov

Copies of all deliverables shall also be delivered to the RMA TPOC at the address below:

Dennis E Stephan, Deputy CIO
Risk Management Agency
Mailstop 0800
PO Box 419205
Kansas City, MO 64141-6205
Telephone: 816-926-7906
Email: Dennis.Stephan@rma.usda.gov

F.6 NOTICE REGARDING LATE DELIVERY/PROBLEM NOTIFICATION REPORT

The contractor shall notify the FEDSIM COR via a Problem Notification Report (PNR) (*List of Attachments, Attachment I*) as soon as it becomes apparent to the contractor, that a scheduled delivery will be late. The contractor shall include in the PNR the rationale for late delivery, the expected date for the delivery and the project impact of the late delivery. The FEDSIM COR will review the new schedule and provide guidance to the contractor. Such notification in no way limits any Government contractual rights or remedies including but not limited to termination.

NOTE: Section G of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

G.1 CONTRACTING OFFICER'S REPRESENTATIVE

The Contracting Officer will appoint a Contracting Officer's Representative (COR) in writing for each TO. The COR will receive, for the Government, all work called for by the TO and will represent the CO in the technical phases of the work. The COR will provide no supervisory or instructional assistance to contractor personnel.

The COR is not authorized to change any of the terms and conditions of the Contract or the TO. Changes in the scope of work will be made only by the CO by properly executed modifications to the Contract or the TO.

G.2 INVOICE SUBMISSION

The contractor shall submit Requests for Payments in accordance with the format contained in GSAM 552.232-70, INVOICE REQUIREMENTS (SEPT 1999), to be considered proper for payment. In addition, the data elements indicated below shall be included on each invoice.

Task Order number: *GST0011AJ0019)*
Paying Number: *(ACT/DAC NO.) (From GSA Form 300, Block 4)*
FEDSIM Project No.: 10036AGM/AG00489
Project Title: Mission Support IT Services

The contractor shall provide invoice backup data in accordance with the contract type, including detail such as labor categories, rates and quantities of labor hours per labor category.

The contractor shall submit invoices as follows:

The contractor shall utilize FEDSIM's electronic Tracking and Ordering System (TOS) to submit invoices. The contractor shall submit invoices electronically by logging onto the following link (requires Internet Explorer to access the link):

https://enable.its.gsa.gov

Select *Vendor Support,* log in using your assigned I.D. and password, then click on *Create Invoice*. The TOS Help Desk should be contacted for support at 877-472-4877 (toll free). By utilizing this method, no paper copy of the invoice shall be submitted to GSA FEDSIM or the GSA Finance Center. However, the FEDSIM COR may require the contractor to submit a written "hardcopy" invoice with the client's certification prior to invoice payment.

G.2.1 INVOICE REQUIREMENTS

In order to reasonably monitor expenses related to the contract, and to confirm the accuracy of earned value metrics and project costs, invoices must be submitted timely with adequate detail. The contractor shall submit invoices monthly; all invoices are to be complete based on the work effort accomplished by the contractor and its subcontractors. If the invoice does not include the work effort accomplished by its subcontractors, the invoice will be rejected until the complete invoice is submitted. The contractor shall submit invoices from the contractor and sub-contractors within six weeks of the work being accomplished.

The Government will supply a list of authorized work codes that will convey the nature of the function being performed. Work codes will cover basic technical tasks as well as administrative functions. That list may be modified at the Government's discretion. The contractor shall supply all invoices in Excel 2007 providing, at a minimum, the following level of detail for each contractor invoicing for the month by Task:

1. Contractor Name
2. Work Code
3. CR # or indication it was none CR
4. Hours
5. Cost
6. Total for the reporting cycle
7. Total to date for the year
8. Funding Source (A&O, 508h, 522, Farm Bill, Board of Directors)
9. RMA Investment and Task
10. RMA Project

The Government (RMA or GSA) has the right to request an audit of any invoice at any time in the life of the contract. The contractor shall supply supporting information to prove expenses occurred and how they were calculated by the contractor or their sub-contractors accounting system within 10 business days of any request. The contractor shall also supply evidence the subject work occurred for the timeframe in question within 10 business days of any request. The Government may take up to 45 days to review audit materials. Disputed invoices will be arbitrated by the Contracting Officer for final dispensation.

The final invoice must be submitted within 6 months of project completion.

G.2.1.1 COST PLUS AWARD FEE (CPAF) CLINS (for LABOR)

The contractor may invoice monthly on the basis of cost incurred for the CPAF CLINs. The invoice shall include the period of performance covered by the invoice and the CLIN number and title. All hours and costs shall be reported by CLIN element (as shown in Section B) and contractor employee and shall be provided for the current billing month and in total from project inception to date. The contractor shall provide the invoice data in spreadsheet form with the

following detailed information. The listing shall include separate columns and totals for the current invoice period and the project to date.

- Employee name (current and past employees)
- Employee Alliant labor category
- Monthly and total cumulative hours worked
- Employee Cost
- Maximum Labor Category Cost (as proposed in the cost proposal)
- Cost incurred not billed
- RMA Investment and Task
- RMA Project

All cost presentations provided by the contractor shall also include Overhead Charges, and General and Administrative Charges.

The Government will promptly make payment of any award fee upon the submission, by the contractor to the FEDSIM Contracting Officer's Representative (COR), of a public voucher or invoice in the amount of the total fee earned for the period evaluated. Payment may be made without issuing a Task Order modification if funds have been obligated for the award fee amount. The contractor shall attach the AFDO/CO determination letter to the public voucher and/or invoice.

G.2.1.2 OTHER DIRECT COSTS (ODCs)

The contractor may invoice monthly on the basis of cost incurred for the ODC CLIN. The invoice shall include the period of performance covered by the invoice and the CLIN number and title and IA number. In addition, the contractor shall provide the following detailed information for each invoice submitted, as applicable. Spreadsheet submissions are required.

- ODCs purchased
- Consent to Purchase number or identifier
- Date accepted by the Government
- Associated CLIN
- Project to date totals by CLIN
- Cost incurred not billed
- Remaining balance of the CLIN
- RMA Investment and Task
- RMA Project

All cost presentations provided by the contractor shall also include Overhead Charges, General and Administrative Charges and Fee.

G.2.1.3 TRAVEL

The contractor may invoice monthly on the basis of cost incurred for cost of travel comparable with the JTR/FTR. Long distance travel is defined as travel over 50 miles. The invoice shall include the period of performance covered by the invoice, the CLIN number and title, the name of the RMA approver and the date of RMA approval, and the IA Account number. Separate worksheets, in MS Excel format, shall be submitted for travel.

CLIN/Task Total Travel: This invoice information shall identify all cumulative travel costs billed by CLIN/Task. The current invoice period's travel detail shall include separate columns and totals and include the following:

- Travel Authorization Request number or identifier
- Current invoice period
- Names of persons traveling
- Number of travel days
- Dates of travel
- Number of days per diem charged
- Per diem rate used
- Total per diem charged
- Transportation costs
- Total charges
- RMA Investment and Task
- RMA Project

All cost presentations provided by the contractor shall also include Overhead Charges and General and Administrative Charges.

G.3 CONTRACT ADMINISTRATION

Contracting Officer:

GSA FAS AAS FEDSIM
ATTN: Laurel Weiskopf, CO
1800 F Street, NW
Washington , DC 20006
Telephone: (703) 605-5721
Email: laurel.weiskopf@gsa.gov

Contracting Officer's Representative:

Kara Parker
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Technical Point of Contact:

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G.4 LIMITATION OF FUNDS

FAR Clause 52.232-22 applies to this Task Order on a Contract Line Item Number (CLIN) basis and on a total contract basis. The notification required by the subject clause on the part of the contractor shall be made in writing to the Contracting Officer. In the event the Task Order is not funded beyond the estimated cost set forth in the schedule, the contractor shall deliver to the Contracting Officer all data collected and material produced, in process or acquired, in connection with the performance of the Task Order together with a summary report, in three (3) copies, of its progress and accomplishments to date.

NOTE: Section H of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

H.1 FAR CLAUSES INCORPORATED BY REFERENCE

The following clauses apply to this task order. Upon request the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this address: http://acqnet.gov/far/index.html

CLAUSE #	CLAUSE TITLE	DATE
52.215-20	Requirements for cost or pricing data or information other than cost or pricing data	Oct 1997
52.215-20	Alternate I	Oct 1997
52.217-5	Evaluation of options	Jul 1990
52.234-2	Notice of earned value management system – Pre-award IBR	Jul 2006
52.234-3	Notice of earned value management system – post-award IBR	Jul 2006
52.234-4	Earned value management system	Jul 2006
52.225-6	Trade Agreements Certificate	Jan 2005

H.2 KEY PERSONNEL

The following are designated key personnel for this task order. The Offeror shall propose appropriate labor categories for these position(s).

- Program Manager
- Project Management Officer
- Software Development Lead
- Infrastructure Lead
- Information Assurance Lead

The Government desires that key personnel be assigned for the duration of the Task Order.

H.2.1 PROGRAM MANAGER

It is desirable that the Project Manager have the following qualifications:

(a) A Bachelor's degree in Information Technology, Computer Science, Information Systems, or related field.

(b) Certifications in program management, e.g. Project Management Professional [PMP] from the Project Management Institute.

(c) The ability to effectively organize, direct, and manage contract operation support functions involving multiple, complex and interrelated project tasks.

(d) The ability to effectively communicate at senior levels within a customer organization.

(e) The ability to meet with customer and contractor personnel to formulate and review task plans and deliverable items, and effectively execute in accordance with approved plans.

(f) deleted

H.2.2 PROJECT MANAGEMENT OFFICER

It is desirable that the Project Management Officer have the following qualifications:

(a) The ability to effectively organize and manage multiple, complex and interrelated project tasks.

(b) The ability to effectively communicate at senior levels within a customer organization.

(c) The ability to meet with customer and contractor personnel to formulate and review task plans and deliverable items.

(d) Familiarity with the federal government's IT Capital Planning and Investment Control (CPIC) program.

(e) A certification in Project Management from an industry-recognized organization such as the Project Management Institute (PMI); e.g., Project Management Professional (PMP) and/or Program Management Professional (PgMP).

H.2.3 SOFTWARE DEVELOPMENT LEAD

It is desirable that the Software Development Lead has the following qualifications:

(a) A Bachelor's degree in Information Technology, Computer Science, Information Systems, or related field.

(b) The ability to direct teams in the implementation of new or enhanced technical capabilities within a customer organization.

(c) The ability to provide analysis related to the design, development, and integration of hardware, software, man-machine interfaces and all system level requirements to provide an integrated IT solution.

(d) The ability to formulate and define a system's scope and objectives based on both user needs and a thorough understanding of business systems and industry requirements.

(e) Be knowledgeable of and have experience employing Microsoft Solutions Framework and Visual Studio Team Services.

H.2.4 INFRASTRUCTURE LEAD

It is desirable that the Infrastructure Lead has the following qualifications:

(a) A Bachelor's degree in Information Technology, Computer Science, Information Systems, or related field.

(b) The ability to lead and provide technical guidance to teams responsible for monitoring information systems operations (e.g. network, storage, system / security maintenance and updates).

(c) The ability to effectively manage responses to complex technical control facility hardware and software problems.

(d) The ability to project long-range requirements, including database administration and design, in conjunction with other managers in the information systems function.

(e) The ability to effectively integrate infrastructure and configuration management activities within an organization, including change control and documentation procedures.

(f) Be knowledgeable of and have experience with Microsoft Operations Framework methodologies.

H.2.5 INFORMATION ASSURANCE LEAD

It is desirable that the Information Assurance Lead has the following qualifications:

(a) A Bachelor's degree in Information Technology, Computer Science, Information Systems, or related field.

(b) Advanced security certifications such as:

a. Certified Information Systems Security Professional (CISSP)
b. Certified Information Security Manager (CISM)
c. Certified Information Systems Auditor (CISA)
d. SANS GIAC certifications
e. Cisco Certified Security Professional (CCSP)

(c) The ability to facilitate the development of effective enterprise information security standards for an organization.

(d) The ability to provide tactical information security advice in examining the ramifications of newly implemented technologies.

(e) The ability to ensure that information assurance considerations are properly integrated within systems design and development plans.

H.2.5 KEY PERSONNEL SUBSTITUTION

The contractor shall not replace any personnel designated as key personnel without the written concurrence of the CO. Prior to utilizing other than personnel specified in proposals in response to a TOR, the contractor shall notify the Government CO and the COR of the existing TO. This notification shall be no later than 10 calendar days in advance of any proposed substitution and shall include justification (including resume(s) and labor category of proposed substitution(s)) in sufficient detail to permit evaluation of the impact on TO performance.

Substitute personnel qualifications shall be equal to, or greater than those of the personnel being substituted. If the Government CO and the COR determine that the proposed substitute personnel is unacceptable, or that the reduction of effort would be so substantial as to impair the successful performance of the work under the TO, the contractor may be subject to default action as prescribed by FAR 52.249-6 Termination (Cost Reimbursement) or FAR 52.249-8, Default (Fixed-Price Supply and Service).

H.3 GOVERNMENT FURNISHED PROPERTY (GFP)

The Government will provide contractor staff with office space, furnishings, supplies, telephones, and access to systems at the RMA offices in Kansas City, Missouri (up to 25 positions) and Washington, D.C. (up to 2 positions).

H.4 GOVERNMENT FURNISHED INFORMATION (GFI)

The Government will provide complete application source code, system documentation, and COTS product documentation after Task Order award. The Government will provide appropriate access to target applications and systems to contractor staff working on those applications and systems in accordance with RMA IT Security procedures.

The Government will provide reasonable access to IT staff, RMA management, system end users, subject matter experts, and other stakeholders consistent with the contractor's needs during Task Order execution. In addition, GFI is provided as an attachment to the task order in *List of Attachments*, *J.2*.

H.5 SECURITY REQUIREMENTS

H.5.1 SECURITY STANDARDS

The contractor shall:

1. Follow accepted security standards in the development of systems and applications. In this case, NIST standards are preferred, but equivalent standards (e.g., CSI) will be considered.

2. Follow Federal law, USDA, and RMA Security policy and establish operating procedures that effectively implement that policy for areas under their responsibility. This includes but is not limited to:

    a. Federal Information Security Management Act (FISMA) of 2002
    b. Privacy Act of 1974
    c. OMB Circular A-123 and A-130
    d. HSPD-12

3. Segregate production, test, and development environments and adhere to a strict separation of responsibility between them.

4. Provide technical assistance when necessary to the security staff (e.g., investigations, security reviews and audits, and contingency planning).

5. Immediately notify the RMA ISSPM or designee upon any lapse, breach, or failure of security equipment or policy.

6. Coordinate with RMA staff and other contractors as appropriate during project planning and execution to ensure adherence to law and policy.

7. Use approved change management tools (e.g. Magic and CM Synergy) and follow the RMA change management process.

H.5.2 SECURITY AND BACKGROUND CHECK

Due to the sensitive nature of the information and the systems the contractor's staff will be supporting, a background investigation must be performed of all key personnel and employees who hold positions of public trust (i.e., System Administrators, Data Base administrators, etc.) who are assigned to work on the task order. The contractor shall not assign anyone to work on the contract, and shall immediately remove from work on the Task Order, any employee who has been convicted within the past five years of fraud or any felony or who is currently under an arrest warrant. Any exception to this policy must be discussed with and approved in writing by RMA. USDA Personnel and Document Security Division (PDSD) will make the final determination of the suitability of said investigation.

This background investigation must be returned as favorable for the contractor to begin work on the contract. RMA will sponsor the investigation, but costs will be reimbursed to RMA from the company. Current costs are $120 an individual.

In addition to the above requirements, contractors occupying sensitive roles (key personnel, security contractors, and system/database administrators) must submit a SF-85P (Questionnaire for Public Trust Positions), OF 306 (Declaration for Federal Employment) and two (2) FD-258 (Contractor Fingerprint Cards) for further investigations (Full or Modified Background Investigation) to the RMA security office. The contractor will also reimburse cost for these investigations to RMA. Favorable adjudication is required to remain on the contract. Reinvestigations of contract personnel are required every five years and will follow the same process as above.

Contractors shall sign the USDA Sensitive but Unclassified Non-Disclosure agreement when the investigation paperwork is submitted. A copy of this document is available upon request.

H.5.3 INTERCONNECTIONS TO RMA'S FACILITIES AND/OR INFORMATION TECHNOLOGY SYSTEMS

The contractor shall meet all requirements mandated by RMA and NIST SP 800-47, "Security Guide for Interconnecting Information Technology Systems" for planning, establishing, maintaining, and terminating of interconnection(s) that are provided or obtains direct interconnection from the contract service(s) facilities and/or systems, under the direct control, to an internal RMA information technology systems or facilities in conjunction with the RMA Chief Information Officer (CIO) and the RMA Security Office. The contractor shall establish an Interconnection Security Agreement (ISA) with RMA, which specifies the technical and security requirements of the interconnection, and a Memorandum of Understanding/Agreement (MOU/A) to define the responsibilities of the participating contract service(s) or organization(s).

The contractor shall conduct all software design, development, test, deployment using RMA servers for storage, such that RMA can monitor all contractor software artifacts and preserve them via system backup. All contractor intermediate development products, (code, scripts, schemas, data bases and files, etc.) shall reside on RMA server storage and are RMA's property.

H.5.4 TERMINATION OF AN INDIVIDUAL FROM THE CONTRACT SERVICE

The contractor's Program Manager shall complete the FCIC-601, Final Security Clearance for RMA contractors immediately (see RMA Security Web Page). The RMA Information Systems Security Office or Security Liaison Representative (SLR) will perform a briefing on the contract individual. If this is not possible, then the contract manager will assume the responsibility of assuring that all RMA documentation, books, equipment, building access card, etc., are returned to the RMA Security Office. Equipment must not be modified in any way when employee leaves. The RMA Security staff is responsible for the review and assessment of the equipment contents for documentation purposes. The contract manager doesn't have the authority to scrutinize, change or cleanse the contents of the individual's equipment.

If a contract individual is exiting under unfavorable conditions, the contract manager will notify the RMA Security Office immediately to suspend RMA login and access to all systems, etc.

H.6 ORGANIZATIONAL CONFLICT OF INTEREST AND NON-DISCLOSURE REQUIREMENTS

H.6.1 ORGANIZATIONAL CONFLICT OF INTEREST

If the contractor is currently providing support or anticipates providing support to the United States Department of Agriculture (USDA) Risk Management Agency (RMA) that creates or represents an actual or potential organizational conflict of interest (OCI), the contractor shall immediately disclose this actual or potential OCI in accordance with FAR Subpart 9.5. The contractor is also required to draft and sign an Organizational Conflict of Interest Statement in which the contractor (and any Subcontractors or consultants) agrees to disclose information concerning the actual or potential conflict with any proposal for any solicitation relating to any work in the TO. All actual or potential OCI situations shall be identified and addressed in accordance with FAR Subpart 9.5.

H.6.2 NON DISCLOSURE REQUIREMENTS

If this TO requires the contractor to act on behalf of, or provide advice with respect to any phase of an agency procurement, as defined in FAR 3.104-4, then the contractor shall ensure that all its personnel (to include Subcontractors, teaming partners, and consultants) who will be personally and substantially involved in the performance of the TO:

- execute and submit an Employee/Contractor Non-Disclosure Agreement (NDA) in accordance with the terms described in the Corporate NDA (see *List of*

Attachments, Attachment F) prior to the commencement of any work on the task order and

- are instructed in the FAR 3.104 requirements for disclosure, protection, and marking of contractor bid or proposal information, or source selection information.

All proposed replacement contractor personnel also must comply with the terms of Attachment F. Any information provided by contractors in the performance of this TO or obtained by the Government is only to be used in the performance of the TO. The contractor shall put in place appropriate procedures for the protection of such information and shall be liable to the Government for any misuse or unauthorized disclosure of such information by its personnel, as defined above.

H.7 CONTRACTOR'S PURCHASING SYSTEMS

The objective of a contractor purchasing system assessment is to evaluate the efficiency and effectiveness with which the contractor spends Government funds and complies with Government policy with subcontracting.

Prior to the award of a task order the Contracting Officer shall verify the validity of the contractor's purchasing system. Thereafter, the contractor is required to certify to the Contracting Officer no later than 30 calendar days prior to the exercise of any options the validity of their purchasing system. Additionally, if reviews are conducted of the purchasing system after the exercise of the option, the contractor shall provide the results of the review to the Contracting Officer within 2 weeks from the date the results are known to the contractor.

H.8 EARNED VALUE MANAGEMENT

Earned Value Management (EVM) will be one of the criteria in award fee determination.
.

*The contractor shall employ EVM in the management of this Task Order in accordance with the American National Standards Institute (ANSI)/Electronic Industries Alliance (EIA) Standard-748-**A**-2002, Earned Value Management Systems. During the course of the task order, RMA may migrate to version 748-B-2007, upon mandate by the OCIO. A copy of the standard is available from Global Engineering Documents (1-800-854-7179). The Government expects the contractor to employ innovation in its proposed application of EVM techniques to this task order in accordance with best industry practices. The following EVM status information shall be included in each Monthly Status Report:*

:

- Planned Value (PV)
- Earned Value (EV)

- Actual Cost (AC)

- A cost curve graph plotting PV, EV, and AC on a monthly basis from inception of the Task Order through the last report, and plotting the AC curve to the estimated cost at completion (EAC) value

- An EVM variance analysis that includes the following:

  - Cost variance = (EV - AC)
  - Cost Variance % = (CV/PV) X 100%
  - Cost Performance Index (CPI) = (EV/AC)
  - Schedule Variance = (EV minus PV)
  - Schedule Variance % = (SV/PV X 100%)
  - Schedule Performance Index (SPI) = (EV/PV)
  - Estimate at Completion (EAC)
  - ACcum + 1/CPI X (BAC minus EV cum)
  - ACcum + 1/CPI X SPI X (BAC minus EVcum)
  - Variance at Completion (VAC) = (BAC minus EAC) for EAC
  - Variance at Completion % + (VAC/BAC X 100%) for EAC
  - Estimate to Completion (ETC)
  - Expected Completion Date

- Explain all variances greater than 10%.

- Explain, based on work accomplished as of the date of the report, whether the performance goals will be achieved

- Discuss the corrective actions that will be taken to correct the variances, the risk associated with the actions.

The Government will conduct an Integrated Baseline Review within 60 calendar days after task order award, or exercise of significant task order options, or incorporation of major task order modifications. The objective of the Integrated Baseline Review is for the Government and the contractor to jointly assess areas, such as the contractor's planning, to ensure complete coverage of the TOR, logical scheduling of the work activities, adequate resources, and identification of inherent risks.

H.9 TRAVEL

H.9.1 TRAVEL REGULATIONS

Contractor costs for travel will be reimbursed at the limits set in the following regulations (see FAR 31.205-46):

(1) Federal Travel Regulations (FTR) - prescribed by the General Services Administration, for travel in the contiguous United States.

(2) Joint Travel Regulations (JTR), Volume 2, DoD Civilian Personnel, Appendix A. prescribed by the Department of Defense, for travel in Alaska, Hawaii, and outlying areas of the United States.

(3) Department of State Standardized Regulations (DSSR) (Government Civilians, Foreign Areas), Section 925, "Maximum Travel Per Diem Allowances for Foreign Areas", prescribed by the Department of State, for travel in areas not covered in the FTR or JTR.

H.9.2 TRAVEL AUTHORIZATION REQUESTS

Before undertaking travel to any Government site or any other site in performance of this Contract, the contractor shall have this travel approved by, and coordinated with, the FEDSIM COR. Notification shall include, at a minimum, the number of persons in the party, traveler name, destination, duration of stay, purpose, and estimated cost. Prior to any long distance travel, the contractor shall prepare a Travel Authorization Request (see *List of Attachments, Attachment C*) for Government review and approval. Long distance travel will be reimbursed for cost of travel comparable with the Federal Travel Regulations (FTR) prescribed by the General Services Administration, for travel in the contiguous United States.

Requests for travel approval shall:

- Be prepared in a legible manner;
- Include a description of the travel proposed including a statement as to purpose;
- Be summarized by traveler;
- Identify the task order number;
- Identify the CLIN and Interagency Agreement account associated with the travel;
- Be submitted in advance of the travel with sufficient time to permit review and approval.

The contractor shall use only the minimum number of travelers and rental cars needed to accomplish the task(s). Travel shall be scheduled during normal duty hours whenever possible.

H.9.3 TRIP REPORTS

The contractor shall provide a Trip Report for each trip that the Government requires them to travel outside the local area. The report shall contain at a minimum the following:

a. Dates of travel
b. Persons traveling
c. Purpose of travel
d. Expenses associated with travel
e. Supporting Documentation

f. Results
g. Action items

H.10 ODC and TOOLS

The Government may require the contractor to purchase hardware, software, and related supplies critical and related to the services being acquired under the TO. Such requirements will be identified at the time a TOR is issued or may be identified during the course of a TO, by the Government or the contractor. If the contractor initiates a purchase within the scope of this TO and the prime contractor has an approved purchasing system, the contractor shall submit to the FEDSIM COR a Request to Initiate Purchase (RIP). If the prime contractor does not have an approved purchasing system, the contractor shall submit to the CO a Consent to Purchase (CTP). The RIP and CTP shall include the purpose, specific items, estimated cost, cost comparison, and rationale. The contractor shall not make any purchases without an approved RIP from the COR or an approved CTP from the CO.

See *List of Attachments, Attachments D and E* for samples.

H.11 TRANSFER OF HARDWARE/SOFTWARE MAINTENANCE AGREEMENTS

If the Contractor acquires hardware/software maintenance support, all licenses, contractual rights to receive title and / or maintenance agreements shall be turned over to the Government upon completion of the task order.

The Government's liability to reimburse the contractor for costs incurred from the acquisition of hardware/software maintenance support SHALL BE LIMITED to costs incurred during the period of the order for which the Government received the hardware/software maintenance support acquired by the contractor on a cost reimbursable, fee basis.

H.12 AWARD FEE

Refer to Award Fee Determination Plan in *List of Attachments, Attachment J* for further information.

H.12.1 ESTABLISHMENT AND DETERMINATION OF AWARD FEE

The award fee dollar pool will be established upon award of the Task Order. The Government reserves the right to adjust these amounts to reflect any change in the Estimated Cost for the task order's base period or option years. The amount of Award Fee that can be earned cannot exceed _10__% of the estimated labor cost established for each CPAF CLIN.

The Government will, at the conclusion of each specified evaluation period(s), evaluate the contractor's performance for a determination of award fee earned. The contractor agrees that the determination as to the amount of the award fee earned will be made by the Government Award

Fee Determining Official (AFDO) and such determination is binding on both parties and shall not be subject to the "Disputes" clause or to any board or court.

The evaluation of contractor performance will be in accordance with the Award Fee Determination Plan (AFDP) (see Section H.12.3 below). The Government will promptly advise the contractor in writing of the determination and reasons why the award fee was not earned. The contractor may submit a self-evaluation of performance for each period under consideration. While it is recognized that the basis for the determination of the fee will be the evaluation by the Government, any self-evaluation which is received within ten (10) work days after the end of the period being evaluated may be given consideration as deemed appropriate by the AFEB. Any cost associated with the development and presentation of a self-evaluation will not be allowed as a direct cost to this Task Order.

H.12.2 PROVISIONAL AWARD FEE PAYMENTS

(1) Provisional award fee payments may be made under this task order pending the determination of the amount of fee earned for an evaluation period. The total amount of award fee available in an evaluation period that may be provisionally paid is the lesser of 50% of the award fee pool for the current period or the prior period's award fee. Provisional award fee payments may be made to the contractor at the end of each award fee period.

(2) Provisional award fee payments will be superseded by the final award fee evaluation for that period. If provisional payments exceed the final evaluation score, the contractor will either credit the next payment voucher for the amount of such overpayment or refund the difference to the Government, as directed by the Contracting Officer.

(3) If the Contracting Officer determines that the contractor will not achieve a level of performance commensurate with the provisional rate, the Contracting Officer will discount or reduce the amount of the provisional award. The Contracting Officer will notify the Contractor in writing if it is determined that such discontinuance or reduction is appropriate.

(4) Award fee determinations are unilateral decisions made solely at the discretion of the Government.

H.12.3 AWARD FEE DETERMINIATION PLAN (AFDP)

An Award Fee Determination Plan (AFDP) will be established by the Government, in consultation with the contractor, based on the objectives and concerns provided in the Task Order request and the contractor-provided solutions. The AFDP will include the criteria used to evaluate each area and the percentage of award fee available for each area. The initial plan will be finalized NLT three (3) weeks after award date.

The AFDP may be revised unilaterally by the Government at any time during the period of performance. The Government will make every attempt to provide changes to the contractor fifteen (15) work days prior to the start of the evaluation period to which the change will apply. The AFDP may be reevaluated each evaluation period, with input from the contractor.

The Government may, at its option, unilaterally revise the plan to include metrics gathered from the re-evaluation to be applied in future award fee periods.

H.12.4 DISTRIBUTION OF AWARD FEE

Award Fee will be distributed in accordance with the AFDO determination and the AFDP (See *List of Attachments, Attachment J*).

If the Government initiates any action that impacts the contractual scope of work and/or schedule pursuant to the "changes" clause or other pertinent provisions of the Task Order, the maximum award fee available for payment for any evaluation periods impacted will be modified as negotiated between the parties.

H.13 TRANSITION IN

The contractor shall ensure that there will be minimum service disruption to vital Government business and no service degradation during and after transition. The contractor shall propose a draft Transition-In Plan within 5 Government work days of award.

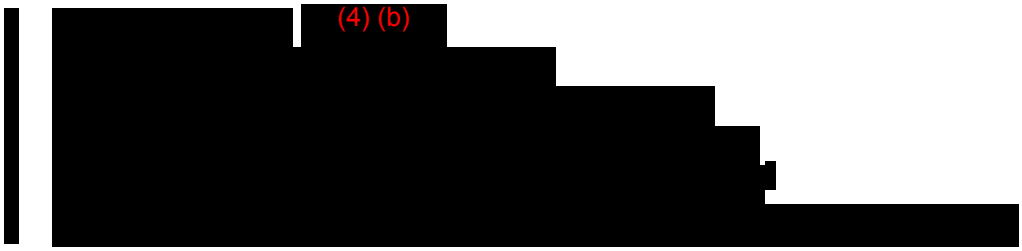
H.14 TRANSITION OUT

The Transition Out plan shall facilitate the accomplishment of a seamless transition from the incumbent to an incoming contractor /government personnel at the expiration of the task order. The contractor shall provide a Transition Out plan NLT ninety (90) calendar days prior to expiration of the task order. The contractor shall identify how it will coordinate with the incoming and or Government personnel to transfer knowledge regarding the following:

- Project management processes
- Points of contact
- Location of technical and project management documentation
- Status of ongoing technical initiatives
- Appropriate contractor to contractor coordination to ensure a seamless transition.
- Transition of key personnel
- Identify schedules and milestones
- Identify actions required of the Government.
- Establish and maintain effective communication with the incoming contractor/Government personnel for the period of the transition via weekly status meetings.

H.15 SMALL BUSINESS GOALS

In support of RMA socioeconomic goals, the Offeror shall demonstrate a proactive effort to achieve the subcontracting goals in the TOR. Specifically, the Offeror shall strive to meet the following goals for small business subcontracting:



1 – includes HUBZone, SDB, WOSB, VOSB, SDVOSB, and **other** small business concerns.

2 – includes SDVOSB in this total

H.16 DATA RIGHTS

The Government requires unlimited rights in any material first produced in the performance of this task order, in accordance with the FAR clause at 52.217-14. In addition, for any material first produced in the performance of this task order, the materials may be shared with other USDA agencies or contractors during the period of performance of this task order, or after its termination. For any subcontractors or teaming partners, the Contractor shall ensure at proposal submission that the subcontractors and /or teaming partners are willing to provide the data rights required under this task order.

H.17 RATE REOPENER

(a) At the time the price for this contract was established, agreement could not be reached on direct labor and indirect expense rates due to on-going audit of the contractor's forward pricing rate proposals and Disclosure Statements. However, agreement was reached that the contract price is subject to adjustment in accordance with the provisions of this clause.

(b) Within 60 days from the issuance of audit report by DCAA, the Contractor shall submit a supplemental proposal to the Procuring Contracting Officer (PCO) for purposes of adjusting the contract price and option price, whether or not such option has been exercised.

The supplemental proposal shall (l) use the methodology, direct costs, and profit indicated in paragraph (a), (2) be supported by cost or pricing data (FAR 15.408), and a Certificate of Current Cost or Pricing Data (FAR 15.406-2), and (3) include the effect of accounting system changes and contract modifications which may impact the amount of the adjustment.

No adjustment will be made if the proposed price reduction is less than $2,500.00. In no event will an upward adjustment be allowed.

(c) If determined necessary by the Procuring Contracting Officer, the Contractor agrees to commence negotiations concerning the amount of the adjustment within 30 days after receipt of the supplemental proposal by the Government.

(d) Should the Contractor fail to submit the information in paragraph (b), or should there be no agreement as to the amount of the price adjustment contemplated by this clause, then the Procuring Contracting Officer may determine a reasonable, price in accordance with FAR Subpart 15.4 and FAR Part 31 and modify the contract accordingly. Failure to agree with such change in the contract price shall be resolved in accordance with the Disputes clause of this contract.

(e) The Contractor warrants that the contract price does not include any other allowance for the direct labor and indirect rate contingencies except as shown above.

(f) Should information after award indicate the amount developed in paragraph (a) vary significantly from the finalized price, the contract price shall be adjusted downward only through negotiation.

(g) Any final contract prices resulting from negotiations conducted under this clause, does not waive the Government's rights to determine the contractor's compliance with the Cost Accounting Standards or any other applicable regulations including FAR Part 31 concerning the allowability of the contractor's costs. (End of Clause)

NOTE: Section I of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

I.1 FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1) SOLICITATION CLAUSES (http://www.arnet.gov/far/)

CLAUSE NO	CLAUSE TITLE	DATE
52.204-10	REPORTING EXECUTIVE COMPENSATION AND FIRST-TIER SUBCONTRACT AWARDS	(JUL 2010)
52.215-21	REQUIREMENTS FOR COST OR PRICING DATA OR INFORMATION OTHER THAN COST OR PRICING DATA – MODIFICATIONS	(OCT 1997)
52.216-8	FIXED FEE	(MAR 1997)
52.217-8	OPTION TO EXTEND SERVICES Fill-In Date _**Expiration of Task Order** Fill-In Date **- 30 days** Fill-In Date: ____**30 days**_____	(NOV 1999)
52.217-9	OPTION TO EXTEND THE TERM OF THE CONTRACT	(MAR 2000)
52.219-8	UTILIZATION OF SMALL BUSINESS CONCERNS	(MAY 2004)
52.219-9	SMALL BUSINESS SUBCONTRACTING PLAN	(JUL 2010)
52.223-15	ENERGY EFFICIENCY IN ENERGY CONSUMING PRODUCTS	(DEC 2007)
52.223-16	IEEE 1680 STANDARD FOR THE ENVIRONMENTAL ASSESSMENT OF PERSONAL COMPUTER PRODUCTS	(DEC 2007)
52.227-14	RIGHTS IN DATA – GENERAL ALTERNATE II	(DEC 2007)
52.227-15	REPRESENTATION OF LIMITED RIGHTS DATA AND RESTRICTED COMPUTER SOFTWARE	(DEC 2007)
52.227-16	ADDITIONAL DATA REQUIREMENTS	(JUN 1987)
52.232-18	AVAILABILITY OF FUNDS	(APR 1984)
52.232-20	LIMITATION OF COSTS	(APR 1984)
52.232-22	LIMITATION OF FUNDS	(APR 1984)
52.244-6	SUBCONTRACTS FOR COMMERCIAL ITEMS	(JUN 2010)
52.251-1	AUTHORIZATION TO USE GOVERNMENT SUPPLY SOURCES	(AUG 2010)

SECTION J – LIST OF ATTACHMENTS

NOTE: Section J of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

J.1 RFP ATTACHMENTS

Attachment A	RESERVED
Attachment B	Quality Assurance Surveillance Plan (QASP)
Attachment C	Travel Authorization Request Template (electronically attached .xls)
Attachment D	Consent to Purchase Template (electronically attached .xls)
Attachment E	Request to Initiate Purchase Template (electronically attached .xls)
Attachment F	Contractor Non-Disclosure Agreement
Attachment G	Award Fee Determination Plan
Attachment H	RESERVED
Attachment I	Problem Notification Report
Attachment J	Deliverable Acceptance / Rejection Report
Attachment K	Intern Labor Categories

ATTACHMENT A – RESERVED

ATTACHMENT B
QUALITY ASSURANCE SURVEILLANCE PLAN


QASP

ATTACHMENT C
TRAVEL AUTHORIZATION REQUEST TEMPLATE


Travel Authorization

ATTACHMENT D
CONSENT TO PURCHASE TEMPLATE

Consent to Purchase

ATTACHMENT E
REQUEST TO INITIATE PURCHASE TEMPLATE


RIP TEMPLATE

ATTACHMENT F
CORPORATE NON-DISCLOSURE AGREEMENT


Corporate NDA

ATTACHMENT G
AWARD FEE DETERMINATION PLAN

AWARD FEE
DETERMINATION PLA

ATTACHMENT H – RESERVED

ATTACHMENT I
PROBLEM NOTIFICATION REPORT


PNR

ATTACHMENT J
DELIVERABLE ACCEPTANCE / REJECTION REPORT

Deliverable
Acceptance-Rejectior

ATTACHMENT K
Intern Labor Categories

	Line Item	Labor Category	Hours
1	4003	102G-1 Application Developer	400
2	4003	103G-1 Application System Analyst	1,100
3	4001	121G-1 Hardware Engineer	1,100
4	4001	123G-1 Information Assurance/ Security Speciali	400
5	4001	126G-1 Network Specialist	400
			3400